

**CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE**

**PURPOSE OF CLASS:** Under general supervision of the Finance Officer: performs moderate to difficult tasks in operating and maintaining a computerized utility billing/payment system and utility meter reading system; collects municipal revenues; answer calls and directs to appropriate departments, serve as receptionist, greet and assist all visitors; and performs similar duties. This position is exempt under the Fair Labor Standards Act (FLSA). Pursuant to the Town's Organization Chart, this position reports directly to the Finance Officer.

**PRIMARY TASKS:**

- Manage utility billing accounts including assisting customers with applications for service, assessing need for deposit and the set-up of new accounts.
- Collect utility billing and other municipal fees and post payments to centralized collections program.
- Schedule monthly automatic drafts with bank and update payment batches daily.
- Balance cash drawer, prepare bank deposits and daily reports in accordance with town policies and procedures.
- Handle service requests, complaints and other public contact work.
- Create work orders with Burgaw Public Works and solid waste provider, and follow up on those orders to see that customer requests are completed.
- Answer inquiries from the public regarding town functions.
- Use a two way radio to communicate with public works.
- Inventory and order office supplies as needed.
- Maintain cash collection records according to records retention schedule adopted by the Board of Commissioners.
- Process and manage Depot, Community House and Incubator Kitchen by overseeing rental scheduling, rental agreements, rental rules and regulations enforcement, building and grounds inspection for general repairs and rental damage.
- Serve as primary back up for Public Works and Police Administrative Assistants
- Primary back up to Accounting/Billing Technician.
- Research and compile information as requested by Finance Officer, Town Manager or Budget Officer and Public Works Director.
- Other duties as assigned.

**WORKING CONDITIONS:**

- Work is generally sedentary requiring some light physical activity. Must be able to lift up to 30 lbs. Must possess visual acuity, hearing, touching and the full use of arms, hands and fingers to compile computer data and statistics, and to perform clerical task operating a computer terminal.

**EDUCATION:**

- Graduation from an accredited high school with courses in typing, computer and general office practice.

**EXPERIENCE:**

- Some experience in bookkeeping or accounting and governmental office work preferred.  
Will accept an equivalent combination of education and experience.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Considerable knowledge of standard office practices and procedures.
- Must have valid NC driver's license.

Adopted & Approved  
By the Town of Burgaw Board of Commissioners

Date: \_\_\_\_\_