BAY COUNTY DEPARTMENT OF WATER AND SEWER
JOB DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE (CSR) II

GENERAL SUMMARY:

Provide customer service for water and sewer accounts. Perform billing functions, organize and process work orders, and perform semi-complex office support tasks requiring understanding of departmental activities and exercise of judgment. Reports to the Office Manager or their designee.

EXAMPLES OF DUTIES:

a. Prepare and process all transactions and work orders prior to updating reads for billing.

b. Prepare and process end-of-period billing, disconnect billing, review billing reports prior to sending bills for printing.

c. Review and resolve complex billing problems.

d. Process customer payments, provide counter and telephone assistance.

e. Review and process penalties, late notices and organize accounts eligible for delinquent service terminations.

f. Operate cash register and balance daily receipts including petty cash drawer.

g. Prepare and process new service applications, permits, and update new account information.

h. Provide customer service with regard to scheduling appointments, etc.

i. Prepare, organize, dispatch and process work orders for meter reader/laborers, maintenance inspector and maintenance crews.

j. Load Automated Meter Reading Handhelds for reading.

k. Download Reads from AMR, Beacon, and Stealth systems and transfer reads to Tyler Software for billing.

The foregoing are not to be construed as a list of all the duties of this classification and Supervision has the right to assign other duties, as deemed necessary, to continue with the efficient operation of the employer's business.

THE FOLLOWING KNOWLEDGE AND ABILITIES ARE REQUIRED ON THIS JOB:

a. Excellent telephone skills are essential.

b. Ability to properly follow instructions and cooperate with others.

c. Ability to use a calculator, computer, telephone, postage machine, copy machine, and facsimile machine efficiently.

d. Ability to communicate effectively with the public and staff.

e. Ability to read and interpret procedure manuals and information.

f. Proficient in Microsoft Word, Excel, and Outlook.

EDUCATION AND/OR EXPERIENCE:

High School or general education degree (GED); and twelve to twenty-four months related experience and/or training; or equivalent combination of education and experience.

GENERAL EDUCATIONAL DEVELOPMENT:

a. *REASONING:*
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

b. *MATHEMATICAL:*
Make mathematical calculations involving fractions, decimals and percentages.

c. *LANGUAGE:*
Ability to understand oral and written instructions.

TEMPERAMENT:

Worker must adjust to situations involving doing things under specific instructions and must be able to adjust to a variety of situations involving customer account concerns.

PHYSICAL DEMANDS:

Employee is routinely required to sit, using hands and fingers, and are occasionally required to lift and/or pull up to 20 pounds.

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements

WORKING CONDITIONS:

Work is performed indoors in an office environment.

THE BAY COUNTY DEPARTMENT OF WATER AND SEWER IS AN EQUAL OPPORTUNITY EMPLOYER. IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, THE DEPARTMENT OF WATER AND SEWER WILL PROVIDE REASONABLE ACCOMMODATIONS TO QUALIFIED INDIVIDUALS WITH DISABILITIES AND ENCOURAGES BOTH PROSPECTIVE EMPLOYEES AND INCUMBENTS TO DISCUSS POTENTIAL ACCOMMODATIONS WITH THE EMPLOYER.

Ryan Goebel, Director

Keri Christian, Accounting & HR Mgr

01.31.2025