



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....: Customer Service Representative (Teller)
DEPARTMENT.....: Finance
DIVISION.....: Customer Service
CLASSIFICATION/GRADE.....: Customer Service Representative/104
REVISED.....: 02/2016
REPORTS TO.....: Customer Service Manager
REVIEWED.....: 07/2019
WAGES.....: Non-Exempt (Hourly)

SUMMARY:

This position regularly interacts with customers to provide and process information in response to various TPCG services, specifically concerns and requests about Utility Billings and Collections.

BASIC FUNCTIONS:

1. Process and complete applications via a PC based terminal for the following Utility Billing Services: meter deposits, cancellations/disconnects, transfers, gas lines installations, meter calibrations, etc.
2. Collect and account for payments from the various TPCG Departments/Divisions (i.e. Finance, Utilities, Risk Management, Public Safety, Public Works, Planning, Recreation, and Housing & Human Services, etc.).
3. Keep record of customer account interactions/transactions daily, and other related actions taken via the Utility Billing Comment (F12) File Inquiry menu option.
4. Accept Bar Card applications and payments upon completion/presentment, issue Liquor License Appls. and collect said fee, and the costs associated with Certificates of Registration for Public Solicitations.
5. Field/handle incoming telephone customer inquiries under the direction of the Sr. Customer Service Representative (S.C.S.R), Customer Service Supervisor (C.S.S), or Customer Service Manager (C.S.M.) as necessary.
6. Must become thoroughly knowledgeable of the various job functions within the Customer Service Division, and be able to clearly communicate them in detail effectively.
7. Grant/document Utility Billing Account Extensions in accordance with the established policy, or seek directions for said resolve via the Sr. CSR (Head Teller), and in her absence the C.S.S, or C.S.M...
8. May be assigned to key-in all mailed utility billing payments, bank statements, etc. at the discretion of the Sr. CSR, C.S.S, or C.S.M.
9. And may be assigned various other clerical duties by the S.C.S.R, C.S.S., or C.S.M. (e.g. filing, mail processing, relief duties as cross-trained, etc).

OTHER REQUIREMENTS:

1. Must possess strong customer service skills and/or ability to work with the public.
2. Must have valid experience dealing with money in terms of accuracy and accountability.
3. Integrity and honesty a must for this job.
4. Must have good oral and written communication skills, and good information processing ability/numeracy skills.

5. Ability to work independently and deal with the stress of difficult customers in a courteous and professional manner.
6. Must be dependable and prompt (i.e. punctual, meticulous, and reliable) in your employment.
7. Must be flexible and willing to work extra hours when necessary.
8. Must be able to operate a 10-key calculator efficiently.
9. Must be able to type efficiently and accurately in a timely manner to keep the flow of large customer volumes being served moving.
10. Ability to speak a foreign language a plus.

EDUCATION/EXPERIENCE:

1. Must have a High School Diploma or GED Graduate Certificate.
2. Knowledge of relevant computer applications (i.e. Microsoft Word, Outlook, Publisher, Excel, etc.) a plus.