

SR. CUSTOMER SERVICE REP. (HEAD TELLER)

Finance | Customer Service



SUMMARY

Assist the customer service manager with the day-to-day operations of the Customer Service Division. Supervise customer service representatives, handle customer complaints, and conduct research on payment issues. Collect payment for various TPCG services.

JOB OVERVIEW

Starting Pay

\$14.42 - \$18.52 per hour

Schedule

Monday - Friday

Shift

8 a.m. - 4:30 p.m.

Must be willing to work additional hours.

LOCATION

Government Tower

REPORTS TO

Customer Service Manager

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Frequent interactions with members of the public

EMERGENCY EVENTS

May be required to work during emergency events.

ESSENTIAL FUNCTIONS

1. Assist the customer service manager in ensuring all daily operation goals are met.
2. Resolve in-house and telephone customer complaints and conduct research on payment issues.
3. Collect sewerage and paving assessments. Process various utility-related applications including setting up new accounts and collecting payments for various TPCG services.
4. Perform various supervising duties, including training new customer service representatives, overseeing end-of-day balances, calling for cash updates, assisting management during performance appraisals, and reviewing payroll.
5. Manage and distribute TPCG mail and other material. Post all TPCG outgoing mail.
6. Approve utility applications, extensions, transfers, and name changes. Key in all mailed utility billing payments and bank statements.
7. Manage files of all TPCG utility billing final accounts with outstanding balances once placed with debt collection agency.
8. Develop delinquent account cut-off lists for non-paying utility customers.
9. Process worthless checks for restitution.
10. Perform relief and back-up duties for the Sr. CSR Maintenance clerk.
11. Perform other duties as assigned by supervisor.

GENERAL REQUIREMENTS

1. Excellent customer service and communication skills.
2. Ability to delegate tasks effectively.

EDUCATION, EXPERIENCE, AND LICENSES

1. High school diploma or GED certification required.
2. Associate degree in business or office administration or completion of a secretarial or office systems technology program preferred.
3. Knowledge of Microsoft Word, Outlook, Publisher, and Excel required.
4. Ability to speak a foreign language preferred.



Questions? No problem! Email us at
employment@tpcg.org.