

JAMES ISLAND
PUBLIC SERVICE DISTRICT
DEPARTMENT: ADMINISTRATION
REPORTS TO: CHIEF FINANCIAL OFFICER

CLASS CODE: 0118
GRADE: 4
FLSA STATUS: NON-EXEMPT

CUSTOMER SERVICE REPRESENTATIVE

GENERAL DESCRIPTION:

Under the direct supervision of the Chief Financial Officer, provides customer service for all District services, performs utility billing functions and permitting functions as it relates to internal and external customers.

ESSENTIAL FUNCTIONS:

- Responsible for customer relations pertaining to internal or external customers using District services, including answering phone calls and directing visitors.
- Performs utility billing functions, inclusive of but not limited to posting and balancing cash receipts, general ledger posting, wastewater bill processing, customer accounting (payments, late fees, and delinquencies) and other municipality account monitoring.
- Processes permit applications and payments for tap and impact fees. Responsible for filing inspection reports, correspondence and other customer related information.
- Ability to use visually observe and comprehend computer screens, reports and correspondence for data input and filing.
- Maintains excellent staff relationships
- Job performance must conform to all policies and procedures.
- Regular attendance is required.

EQUIPMENT:

Machinery/equipment used to perform accounting and clerical functions, i.e., copy machine, folder/insertor, calculator, typewriter, personal computer, printer, telephone, file cabinet, files, data binders, ledgers, deposit slips, checks, radio, pens, and pencils.

WORKING CONDITIONS:

Working inside protected from the weather.

HAZARDS:

None

PHYSICAL STRENGTH REQUIREMENTS:

Sedentary work: exerting up to 10 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.

PHYSICAL DEMANDS:

Seeing, near acuity. Stooping, kneeling, crouching, reaching, handling, fingering, talking, and hearing.

MARGINAL FUNCTIONS:

Performs other duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of general bookkeeping principles, practices, and techniques.
Knowledge of District sewer regulations, practices, and procedures.
Knowledge of District geography.
Knowledge of routine office procedures.
Knowledge of computer accounting methods as well as word-processing, spreadsheets, and databases.
Limited knowledge of the James Island Public Service District operations.
Ability to maintain a positive, efficient, and courteous demeanor with the general public.
Ability to operate general office machinery.
Ability to work independently based on written and oral instructions.
Ability to communicate well, both orally and in writing.
Ability to pay attention to detail and to exercise reliable judgment.

EDUCATION, TRAINING, AND EXPERIENCE:

An Associate's Degree level or higher in accounting and bookkeeping and/or two- (2) year's experience in accounting and personal computers, or the equivalent in education and experience necessary to fulfill position requirements. High School Diploma required.

(Note: The listing of essential functions in the class specification is representative, not exhaustive. It is not necessarily a detailed description of all work responsibilities, and it does not give exclusive title to every function described.)

James Island Public Service District
Charleston, South Carolina

March 1998
Revised July 2000
Revised July 2002
Revised May 2007