

**BAY COUNTY DEPARTMENT OF WATER AND SEWER
JOB DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE**

GENERAL SUMMARY:

Direct telephone calls and inquiries to appropriate personnel, various computer skills and data entry, and general office support functions. Reports to the Office Manager or their designee.

EXAMPLES OF DUTIES:

- a. Answer, screen, distribute telephone calls to appropriate personnel.
- b. Open payments from daily mail, distribute mail to appropriate personnel.
- c. Perform clerical tasks such as typing letters, preparing envelopes, copying, and other special projects as requested.
- d. Prepare daily out-going mail.
- e. File various documents in department files.
- f. Maintain basic information in department logs or record books.

The foregoing is 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. Proficient with Microsoft Word, Excel, and Outlook.

EDUCATION AND/OR EXPERIENCE:

High School diploma or general education degree (GED); or able to demonstrate the ability to perform job duties.

GENERAL EDUCATIONAL DEVELOPMENT:

- a. *REASONING:*
Apply common sense understanding to carry out detailed but involved written and/or oral instructions.
- 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, allowing little or no room for independent action or judgment in working out job problems.

PHYSICAL DEMANDS:

Employee is routinely required to sit, using hands and fingers, occasionally required to lift and/or pull up to 20 pounds. All required demands may be met with reasonable accommodations.

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.

William Bohlen, Director

Terri Charbonneau, Office Manager

REV. 11/01/90
03/26/91
11/08/95
05/12/99
04/14/18