

**EMPLOYMENT OPPORTUNITY**  
Gates County, North Carolina

Customer Service Representative – Performs difficult administrative and clerical work in support of the utilities billing, collections, and customer service functions.

An employee in this class is responsible for the activities which involve the meter reading data entry of the utility bills; handling customer inquiries relating to utility billings and general services; preparing and verifying a variety of reports and records; collecting utility bills and other revenues, coordinating with the field services functions. Work involves multiple detailed procedural steps, and requires independent knowledge of the utility billing and collections process and computer application. Considerable tact and courtesy are required in these public contact functions. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Graduation from a community college with an associate degree in business administration or related field, and three to five years of experience in customer services work preferably in a public utility or collections; or an equivalent combination of education and experience. Annual Salary Range \$ 27,560 – 42,718.

Complete job description and County Application can be found on the Gates County website. Submit letter of interest, resume, and work-related references along with a completed County Application in confidence to: Christy Byrum, PO Box 148, Gatesville, NC 27938; (252) 357-2411 Ext. 1005. Review of applications will begin December 3, 2021. Position is open until filled. Gates County is an equal opportunity employer.

## CUSTOMER SERVICES REPRESENTATIVE

### General Statement of Duties

Performs difficult administrative and clerical work in support of the utilities billing, collections, and customer service functions.

### Distinguishing Features of the Class

Employees in this class are responsible for the activities which involve the meter reading data entry of the utility bills; handling customer inquiries relating to utility billings and general services; preparing and verifying a variety of reports and records; collecting utility bills and other revenues, and coordinating with the field services functions. Work involves multiple detailed procedural steps, and requires independent knowledge of the utility billing and collections process and computer application. Considerable tact and courtesy are required in these public contact functions. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

### Duties and Responsibilities

#### Essential Duties and Tasks

Reviews utilities readings, generates billing information, performs edits, and uploads customer accounts for processing and mailing.

Enters meter readings and meter numbers into accounts as they change utilizing computer printouts; enters customer payments into system; calculates final utility bills to close accounts.

Prints edit list and reviews after initial meter readings are entered; identifies potential misreads and other potential problems; determines which meters require rereading; prints, reviews, and distributes list of customers for disconnection for non-payment.

Coordinates the activities of the office with the utilities personnel and the departments responsible for the various utility functions within the County; coordinates with utility personnel the meter reading functions and the cutting on and off of services to customers.

Answers inquiries and questions in person and by phone about services, due dates, accounts, bills, payments, credit, extensions, and other areas for customers.

Adjusts bills for leaks, incorrect meter readings, etc.

Establishes new customer accounts; insures proper initial readings are entered.

Monitors the billing cycle and assures that all records are submitted on a timely basis in order that established deadlines will be met.

Collects utility and other departments revenue payments.

Prepares month end reports including reconciling revenues, service fees, and water disconnects.

Greets the public as they enter the building and directs them to appropriate department.

#### Additional Job Duties

Performs related duties as required.

## Recruitment and Selection Guidelines

### Knowledge, Skills, and Abilities

Considerable knowledge of the County's utility customer service policies, procedures, and processes of the County in handling customer services issues and concerns.

Considerable knowledge of the utility billing software application and ability to operate hardware to produce accurate, timely bills.

Working knowledge of state statutes related to utility billing and customer service.

Working knowledge of standard operating practices involved in modern office operation and serving the public.

Working knowledge of water meter operations.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer oriented operation.

Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment at the desired level of speed and accuracy.

Skill in collaborative conflict resolution and customer contact.

Ability to explain rules and regulations concerning applications and charges for utilities and water services.

Ability to process and complete necessary records, reports, and other paper work to provide quick and efficient customer services.

Ability to deal with customers with tact and courtesy and maintain control in sensitive and difficult situations.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

### Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

### Desirable Education and Experience

Graduation from Community College with an Associate Degree in Business Administration or related field, and three to five years of experience in customer services work, preferably in a public utility or collections; or an equivalent combination of education and experience.