



CITY OF *Sumter*
SOUTH CAROLINA

VACANT POSITION
Customer Service Representative
Utility Billing

Job Purpose: Under general supervision, performs a variety of customer service duties in support of the City's Utility service and billing functions; performs a wide variety of account maintenance, answering phones, billing disputes, cashiering, data entry, public contact and general office support duties in support of the assigned customer service function.

- Performs a full range of customer service duties to include answering questions, researching, resolving, and responding to customer problems and complaints; explains the departmental policies and procedures to the customer.
- Receives and processes requests for water service including new service, restoration and termination.
- Enters payments, new accounts, changes to existing accounts and related information.
- Processes requests for new accounts, billing disputes, changes to accounts and related information.
- Responsible for processing Landlord agreements.
- Responsible for reviewing all forms for accuracy before filing/scanning.
- Responsible for answering the phone when not with a customer.
- Assists customers with all leak adjustments issues; submits information to billing; follows up with customer.
- As assigned, receives and processes payments for water utility bills; processes checks and money orders received including verifying name, account number, dollar amount due and accounts; generates notice of balance due or past due, as required.
- Provides information and assistance in response to customer's questions and concerns.
- Performs exceptional service to internal and external customers.

Required Knowledge, Skills, and Abilities: Must have the ability to communicate clearly and effectively, both verbally and in writing, to include active listening to articulate information in a way that customers can easily understand. Must have the ability to manage and resolve customer concerns and issues effectively, finding solutions that satisfy both the customer and the City. Ability to manage several tasks simultaneously, such as handling phone calls while documenting information or navigating through the City's software system. Careful attention to detail is a must to ensure that all customer interactions are handled accurately and thoroughly. Ability to remain calm and professional under pressure or in high-stress situations. Ability to work well with colleagues and other departments to address customer needs and issues effectively.

Minimum Training and Experience: High school diploma and two years of clerical accounting or cashiering experience involving considerable amount of public contact. Must possess a valid South Carolina driver's license.

Deadline to Apply: **Open until filled**
Apply online at www.sumtersc.gov or
mail resume with cover letter along with application to:
City of Sumter Human Resources
21 N. Main Street
Sumter, SC 29150