

# **CITY OF WALLER**

## **CUSTOMER SERVICE SPECIALIST**

### **JOB SUMMARY**

Performs routine clerical, secretarial and administrative work such as answering the phones, receiving the public, providing customer assistance, cashiering, data processing and bookkeeping.

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### **DUTIES AND RESPONSIBILITIES**

The duties described below are indicative of what a Customer Service Specialist may be asked to perform; other duties may be assigned:

- Receives the public and performs all duties in a manner that provides excellent customer service; responds to inquiries from employees, citizens and others and refers, when necessary to the appropriate persons.
- Serves as cashier which includes receipting of utility service received by mail, walk- in and online, and posting monies to appropriate accounts.
- Performs daily cash reconciliation.
- Answers customer inquiries regarding utility service, fees, problems, rates, etc.
- Collects monies owed on returned checks, delinquent accounts and issues reconnects.
- Order dumpsters, roll offs, and polycarts.
- Takes citizen complaints and / or work orders to forward to proper party and keep records of resolution.

### **EDUCATION AND/OR EXPERIENCE**

- High school diploma or equivalent (GED).
- Minimum of 1 year municipal government experience.
- Minimum of 1 year secretarial or clerical experience.
- Minimum of 1 year “front-line” customer service, dealing directly with the public.
- Two (2) years of experience working with Word and Excel to create documents and spreadsheets.
- Must possess a state of Texas driver’s license.
- Bilingual (preferred)
- Must be bondable.

### **SKILLS AND ABILITIES**

- Ability to calculate basic mathematical calculations with the aid of a calculator.
- Basic working knowledge of office equipment, computers, computer software (i.e. Microsoft Word, Excel, PowerPoint, Access, Outlook, etc.) and Internet search tools.
- Ability to perform data entry and inquiry functions at an acceptable level of accuracy and speed.
- Ability to maintain a professional and polished manner and a pleasant tone of voice when dealing with the public.
- Ability to perform multiple tasks simultaneously, accurately and efficiently.

### **Physical Environment**

- The duties of this job include physical activities such as sitting, stooping, kneeling, standing, walking, lifting, reaching, fine dexterity skills, grasping, handling, talking, hearing/listening, seeing/observing, and repetitive motions.
- Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception, and the ability to adjust focus.
- This job is performed in an office environment.

Please apply online @ [www.tml.org](http://www.tml.org) or pick up an application at 1118 Farr St., Waller, TX.