

FORREST CITY WATER UTILITY

TELLER/CASHIER - CUSTOMER SERVICE DEPARTMENT

Revised: January 2014

Position Reports to: Customer Service Supervisor
Subordinate Staff: None

The Customer Service Teller/Cashier works as a member of a team assisting customers regarding water and sewer services; billing and service problems; receives payment for water bills, deposits, and miscellaneous billings; balances cash received with billing.

ESSENTIAL FUNCTIONS

Receives cash or check for payment of bills; issues receipt for payments; totals, balances and reconciles cash drawer; receives payment for deposits; writes and schedules turn-ons and turn-offs of customers' accounts; maintains customer account information, verifies customer billing and charges, and adjusts incorrect billings of customer. Enters and verifies customer's payments into computer.

Operates adding machines, computer terminals.

Assists customers in normal transaction with the Utility; assists and resolves customer problems within policy guidelines set by Utility.

Answers telephone, receives service requests from customers, create work orders and route to proper department.

Maintains customer meter master account records and writes computer change slips.

Informs Supervisor of problem areas, and problems that you cannot resolve.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Ability to count money and give correct change.

Ability to read, write and perform arithmetic calculations.

Ability to verify data.

Ability to operate standard office equipment.

Ability to perform data entry functions on computers.

Ability to learn to operate Utility computer billing programs.

Ability to maintain composure in stressful situations with distraught customers.

Ability to deal with customer information in a confidential manner.

Ability to communicate effectively with customers.

Ability to work with people in a stressful environment.

Ability to work with others as a team.

Strong emphasis is placed on accuracy of cash handling and accounting.

Strong emphasis is placed on customer relations.

Strong emphasis is placed on the ability to work with associates.

MINIMUM QUALIFICATIONS

High school graduation or equivalent.

Education above high school will be considered in evaluating experience.

The above describes the general content and requirements for this job. It is not intended to be an all-inclusive list of duties, responsibilities, or requirements.