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**OVERALL PURPOSE OF JOB:**

This position is responsible to provide service and support for the Authority's Accounts Receivable (A/R) function. Major sources of account receivable result from billings for sewer service, stormwater fees, connection fees, hauled waste (septage), and other miscellaneous billings. As part of the front line customer service support team, this position will also assist with receptionist and other office duties as well as general accounting functions, as needed.

**ESSENTIAL FUNCTIONS OF JOB:** (other duties may be assigned)**1. PROVIDE QUALITY CUSTOMER SERVICE FOR DTMA CUSTOMERS****KEY MEASURES:**

- Answer incoming calls within three rings and address walk-in customers as the primary contact person.
- Enter information for turn on, discontinuance, or changes in service into the system daily.
- Gather customer information, analyze needs, and provide appropriate solutions immediately if possible.
- Resolve complex customer inquiries/billing problems within 24 to 48 hours of notification.
- Answer all written correspondence within three days as the primary contact person.
- Provide accurate data to attorneys regarding property sales.
- Perform back-up receptionist coverage duties during lunch breaks.
- Maintain awareness of customer service and receptionist needs and provide support when other administrative staff members are busy.
- Address customer service emails
- Manage email addresses on accounts for e-mail only bills
- Process adjustment requests in accordance with DTMA regulations.
- Manage Autopay records.

**2. SUPPORT STORMWATER PROGRAM ADMINISTRATION FUNCTIONS.****KEY MEASURES:**

- Provide administrative support to the Stormwater Program Manager
- Update stormwater appeals and credit adjustments in stormwater program fee billing system (VUB)
- Assist with managing of stormwater program electronic forms submission.
- Answer, resolve, or direct stormwater customer inquiries regarding customer accounts, stormwater credits, forms, and other issues.
- Tabulate labor activity logs and allocate other routine costs chargeable to Stormwater to the general ledger through journal entry.
- Verify stormwater program support invoices from the Township of Derry for conformance with the stormwater management MOU.

**3. SUPPORT FOR MISCELLANEOUS MONTHLY BILLING ACTIVITIES.****KEY MEASURES:**

- Ensure all meter readings are loaded into the system prior to billing run.
- Process adjustments with the water company on questions regarding readings, adjustments, etc.
- Process deduct meter adjustments, pool credits, etc., prior to billing run.
- Ensure all customer maintenance is up to date prior to billing run.
- Maintain auto-pay information throughout the month and transmit and apply auto-pay monthly.
- Coordinate the exchange of billing data for printing and mailing of invoices.
- Handle month end close of miscellaneous billing and balance with the accounting clerk.

**4. MANAGE BILLING COLLECTION ACTIVITY****KEY MEASURES:**

- Record payment plans made with customer.
- Mail 30/50/60/70 day collection letters within three days.
- Conduct follow-up phone calls starting at 60-day collection letter mailing prior to any legal action being taken.
- Verify ownership of delinquent property using tax assessment website prior to District Justice filing.
- File at District Justice or process water turn off by 120 days if balance is high enough to warrant filing.
- Work with solicitor on bankruptcy filings, sheriff sales, foreclosures, etc. as needed.
- Maintain accurate records of delinquent status of customer and status of collection efforts and update status daily.
- Trace customer to new address and attain phone numbers as necessary.
- Maintain record of all late letters, turn offs, and DJ filings for management review.

**5. SUPPORT ACCOUNTS RECEIVABLE FUNCTIONS.****KEY MEASURES:**

- Research and process charge backs, returns, and bad checks when received.
- Resolve misapplication issues as required.
- Provide customers with duplicate copies of invoices or other information as requested.
- Post daily deposit totals to spreadsheet and file report.
- Provide backup assistance for processing refunds and write offs under \$3.00 on a monthly basis for Supervisor approval.
- Maintain log of unit count, account totals, and status change in utility accounts for Supervisor and Finance Director.
- Produce month end reports of all billing systems for accounting.

**6. PERFORM INSTALLMENT LOAN BILLING AND RECEIPT FUNCTIONS.****KEY MEASURES:**

- Process billing within the first week of each calendar quarter.
- Enter payments into the system on a daily basis.
- Prepare past due notices monthly following the billing run.
- Obtain pay off information as requested.
- Process month end close on first workday of the following month.
- Prepare installment loan files for the next calendar year within the last calendar quarter.

**7. MAINTAIN AND ORGANIZE CUSTOMER FILES.****KEY MEASURES:**

- Scan and file maintenance, finals, adjustments, etc. as generated.
- Prepare all new account folders on a weekly basis.
- Maintain both active and closed files by year.
- Purge records and prepare documents for destruction per retention schedule.

**8. SUPPORT MISCELLANEOUS PROGRAM BILLING AND RECEIPTS.****KEY MEASURES:**

- Process billings as information is provided by supervisors, townships, etc. and ensure all maintenance is keyed into the system as provided.
- Enter payments into the system on a daily basis.
- Answer all customer questions on system accurately and promptly within one business day.
- Resolve research issues within 24 to 48 hours.
- Conduct follow-up phone calls starting at 60-day collection letter mailing prior to any legal action being taken.

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- Process month end close on first workday of the following month.
- Prepare miscellaneous files for the next calendar year within last calendar quarter.

#### 9. SUPPORT AND MAINTAIN CONNECTION PERMITS FILE.

##### KEY MEASURES:

- Maintain a file for permits issued and another file for permits inspected.
- Input permit inspection dates as received.
- Process, scan, and file connection permits as new hook-ups are made daily.
- Review occupancy permit and building permit lists and resolve permit issues monthly to ensure all new hook ups are entered into the billing system before running billing.
- Process weekly all new hook ups from the water company and match to pending permits.

#### 10. PROVIDE BACKUP FOR SEPTAGE BILLING AND RECEIPTS.

##### KEY MEASURES:

- Enter all manifests and GRA's needed to process billing weekly and ensure all maintenance is up to date prior to billing run.
- Process month end close and billing on first workday of the following month.
- Enter payments into the system on a daily basis.
- Answer all customer questions on system accurately and promptly within one business day, as needed.
- Resolve research issues within 24 to 48 hours, as needed.
- Mail 30/60 day collection notices within three days.
- Conduct follow-up phone calls starting at 60-day collection letter mailing prior to any legal action being taken.
- Prepare septage files for the next calendar year within last calendar quarter.
- Provide assistance for other septage procedures as needed.

#### OTHER DUTIES OF THE JOB:

- Scan various documents into the Laserfiche system monthly.
- Perform other duties as assigned or required.

#### SUPERVISION RECEIVED FROM:

Supervision is *typically* received from the Executive Director.

Direction may be received from Finance Director and Stormwater Program Manager.

#### MENTAL DEMANDS TYPICAL OF THIS POSITION:

- Ability to manage multiple projects/tasks
- Provide close attention to detail
- Predictable work schedule
- Meet frequent deadlines
- Work closely with other Team members
- Maintain a high level of record keeping/routine paperwork.

#### PHYSICAL DEMANDS AND WORKING CONDITIONS TYPICAL OF THIS POSITION:

##### *Constantly Incurred (More than 75% of time on job) – ABILITY TO:*

- Sit
- Perform repetitive finger movement
- Hear conversations
- Specific visual requirements
- Use both hands
- Communicate orally
- Color vision use.

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***Frequently Incurred (Between 25% - 75% of time on job) – ABILITY TO:***

- Perform Light Lifting (Max 10 lbs.)
- Use both legs
- Use depth perception
- Perform coordinated mental/muscular activities

***Occasionally Incurred (Less than 25% of time on job) – ABILITY TO:***

- Work Alone
- Stand & walk
- Carry, push, & pull light weight (max 10 lbs.)
- Perform moderate lifting (max 25 lbs.)
- Climb stairs, stoop, & kneel
- Reach objects at high or low level
- Operate motor vehicle.

**PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:**

This position *typically* does not require the use of personal protective equipment.

**QUALIFICATIONS:*****Education/Experience/Training:***

Associate Degree in Business, Accounting, or Marketing or related field or three to five years related experience.

**KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:****Problem Solving Skills: ABILITY TO:**

- Apply common sense and follow simple written or oral instructions.
- Apply common sense and follow a variety of detailed instructions in written, oral, or diagram form.
- Solve problems in standard situations with concrete variables.
- Define problems, collect data, establish facts, and draw valid conclusions.

**Communication Skills: ABILITY TO:**

- Read and comprehend general written correspondence, i.e., instructions, manuals, rules, etc.
- Read and comprehend business periodicals and journals, legal documents, and governmental regulations.
- Write routine and general business correspondence, reports, etc.
- Establish and maintain effective work relationships.
- Discuss and respond to questions or complaints.

**Math Skills: ABILITY TO:**

- Add, subtract, multiply, and divide.
- Calculate rate, ratio, percentage, discount, commission, etc.
- Apply concepts such as fractions, percentages, and ratios to practical situations.

**Computer Knowledge**

- MS Windows Word, Excel & Outlook (intermediate mastery)
- Miscellaneous Windows based software (ability to learn & master)

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***Other Characteristics***

- Documentation and observation skills.
  - Strong organizational skills.
  - Ability to follow established confidentiality policy.
  - Ability to follow established safety standards.
  - Ability to use various office equipment, i.e., copier, fax, shredder, printer, etc.
  - Effective oral and written communication skills.
  - Working knowledge of applicable regulations.
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To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

\_\_\_\_\_  
Signature of Employee and/or Candidate

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor or HR Representative

\_\_\_\_\_  
Date