

JOB DESCRIPTION

JOB TITLE: Customer Service Representative/Certification Clerk

JOB STATUS: Non-Exempt Position

GENERAL DESCRIPTION OF WORK PERFORMED:

Handles all daily functions of a Customer Service Representative and Certification Clerk which includes communicating with internal and external customers. Works closely with Authority personnel, and other county member agencies, to process and maintain certification applications while servicing the citizens of Jackson County by phone, in person, or e-technology. Performs duties that are customer service in nature as needed including record keeping, routine clerical duties, account application processing, and other customer account maintenance. Payment processing, cash, check, and credit, cash drawer duties apply. Maintains the content of the Authority website by updating daily, weekly, or as needed.

DESIRABLE EDUCATION AND EXPERIENCE:

Associate college degree in business/or related field is preferred. Working knowledge of Excel, Word, Google Maps and Credit Card Payment Processing Software is required. Two years experience in customer service or related field is required. Water and Sewer, or other utility customer service experience is a plus. Knowledge of business office procedures.

SPECIFIC JOB REQUIREMENTS MAY INCLUDE but are not limited to:

1. Extensive computer and software experience required.
2. Ability to work with the public and other employees on a daily basis.
3. Must be able to lift and carry light loads.
4. Must be able to sit for extended periods of time.
5. Must be insurable on Authority's auto insurance policy.
6. Must maintain a residence which allows a reasonable response time.
7. Computer and Equipment Software described above.
8. Must demonstrate ability to use and comprehend JC GIS system.
9. Must demonstrate ability to read and comprehend legal descriptions for property.
10. Must demonstrate ability to read and understand drawings, maps and sketches.
11. Must be/qualify as Public Notary.
12. Must not be barred in any way from handling public funds.

REPORTS TO: Retail Manager