

PSA CUSTOMER SERVICE COORDINATOR

Pulaski County Public Service Authority

Department: Public Service Authority

Supervision Exercised: None

Supervision Received: PSA Billing Office Supervisor

Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Full-Time

REQUIRED TESTING/SCREENING AND CERTIFICATIONS: Drug & Alcohol Testing, Background Screening & Driving Record Required. Possession of a valid appropriate driver license issued by the Commonwealth of Virginia.

Essential Employee: No

Work Hours: Monday through Friday, with staggered hours from 7:15 a.m. to 3:45 p.m. or 7:45 a.m. to 4:15 p.m.

ESSENTIAL FUNCTIONS: Provides a professional environment and team approach for customer service to the citizens of the County and the clients of the Public Service Authority. Assists PSA County residents with billing services with an emphasis on providing excellent customer service. Performs routine skilled clerical work with tasks focused on maintaining accounts of the PSA Water, Sewer & Refuse Departments. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

RESPONSIBILITIES:

- Maintains accounts receivable for water, sewer and refuse departments
- Answers the phones, e-mails, and provides customer service to the public in solving utility services and billing issues
- Enters payments and data for billing into computer system
- Dispatches appropriate PSA personnel when required
- Composes correspondence and prepares reports independently or from verbal instructions
- Checks and reviews a variety of data for accuracy, completeness and conformance to established standards
- Collects and interprets data for records and reports
- Posts and makes entries in accounting program and other records

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- Maintains data bases, mailing lists, files and indexing systems
- Files various fiscal transaction documents
- Gathers, assembles, tabulates, checks and files financial data
- Collates, sorts and compiles fiscal data in accordance with procedures

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to prepare financial reports accurately, follow complex instructions, analyze data and work effectively and courteously with vendors and employees
- Ability to work independently in the absence of specific instruction and ability to meet the public courteously and effectively
- Ability to make mathematical calculations
- Ability to operate standard office equipment
- Excellent verbal and written communications skills.

ADA REQUIREMENTS: Ability to remain stationary at a desk and operate computer, calculator, typewriter, and other office equipment for periods of up to three hours continuously, ability to read and write and to exchange information, ability to position self to file papers, ability to move up to 50 pounds, dexterity required to operate keypads, push buttons, and switches

EDUCATION AND EXPERIENCE:

- Any combination of education and experience equivalent to a high school diploma, including or supplemented by courses in accounting, computer operations and customer service
- Considerable experience in collections processes and clerical work

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- Develop and set own personal goals for acquiring new skills and job growth
- Participate in conferences, workshops, webinars, and other opportunities to maintain current awareness of County trends and for educational growth
- Works with staff to discuss and resolve problems and provide ideas for improvement

Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Pulaski County Administration reserves the right to revise or change job duties

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as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job without accommodation.
- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job with accommodation(s).

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____

(Please print)

Employee Signature

Date

