



JOB DESCRIPTION

CLASSIFICATION: CUSTOMER SERVICE REPRESENTATIVE

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE

REFERENCE NO: 31233

DIVISION: CORPORATE SERVICES

DEPARTMENT: FINANCE

APPROVAL DATES: BY:  DATE: Mar 24, 2022
MANAGING DIRECTOR - CORPORATE SERVICES

BY:  DATE: March 24, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This is a clerical position responsible for utility, tax and general accounts receivable, customer data base maintenance, responding to related customer inquiries and receiving and balancing cash receipts from the public and city departments. The incumbent is also responsible for assisting Collection Officers and Cashier as required.

ORGANIZATIONAL RELATIONSHIPS:

- Reports to the Supervisor of Customer Care and Billing.
- Internal relations are maintained with employees in the Billing, Systems and Meter Reading Department, Assessors and departmental staff throughout the City, related to general accounts receivable, taxation and utility billing issues.
- External relations are maintained with the citizens of Medicine Hat, Redcliff and rural areas with regards to Tax, Utility and General Accounts Receivable.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Create and maintain a positive, productive work environment in conjunction with the Supervisor and all staff and provide exemplary customer service to residents and businesses.
- Effectively communicate and ensure that appropriate systems of communication are followed so that information is shared in an appropriate, accurate and timely fashion with our internal and external customers.
- Process customer sign-on/signoffs, change of address notices, prepare billings, and provide assistance to customers in person or by telephone for Utility, Tax and General Accounts Receivable.
- Accept, record and process customer payment arrangements.
- Receive and process payments to the City of Medicine Hat and balance and prepare daily bank deposits.
- Sell bus passes, parking permits, dog and cat licenses and city gift cards.
- Take requests for credit reference letters.
- Respond to customer requests and process customer changes related to Tax, Utility and General Accounts Receivable balances, payments, and billing arrangements.

- Accept applications and changes related to electronic payment plans, calculate payments and update information in billing system.
- Carry out duties related to taxation which includes loading the land title files; processing school declarations; processing & distributing monthly search account statements and detailed reports to customers; setting up payment plans; issuing Tax Certificates and ensuring that outstanding Utility and other charges are transferred to tax accounts when appropriate as well as prepare monthly billing to Search Account Holders; and update agreements for sale, ownership changes and class codes on properties.
- Respond to lawyers, real estate agents and the public regarding legal descriptions and tax inquiries as well as complete land title searches.
- Cancel penalties within acceptable limits; receive approval for other penalty cancellations.
- Carry out duties related to Utility Billing such as maintaining landlord data related to utility accounts; accept owner release forms; enter data, process changes; respond to questions/concerns related to the property; monitor length of time properties remain vacant; initiate disconnect notices for these accounts at the appropriate time; and review daily reports (i.e., Pending Orders, Online Complete/Incomplete) and take corrective action if necessary.
- Update Utility Billing System to reflect changes identified on commercial garbage bin work orders from City Operations.
- Process utility reconnections.
- Explain rates, billing procedures and adjustments made to customer accounts.
- Notify utility departments of customer requests requiring utility department response or action.
- Assist the public by providing direction to City Departments and other locations throughout the City.
- Prepare verbal reconciliations of customer accounts; refer complex reconciliations requiring written responses to Billing and Systems Maintenance.
- Process daily mail, redirect returned mail.
- Distribute and file daily accounts receivable invoices.
- Maintain filing systems for Tax, Utility and AR records, as well as, the bring forward system for post-dated cheques.
- Other related duties as assigned.

REQUIRED COMPETENCIES:

- Excellent interpersonal skills in establishing and maintaining working relationships with co-workers, other City departmental staff and demonstrated ability to provide and foster above average service to all customers.
- Demonstrates a professional, pro-active, positive and energetic attitude.
- Knowledge and understanding of Municipal Government Act and City of Medicine Hat Bylaws about Taxation, Utilities and General Accounts Receivable.
- Review, understand, commit and work in the safest possible manner consistent with Occupational Health and Safety Legislation and the City's Environmental Health and Safety Management Program.
- Considerable knowledge of processes and data flows related to computerized billing systems including advanced telephone and keyboarding skills.
- Skilled in operating a personal computer using Microsoft and other current office software in a network environment and ability to adapt to the current integrated ERP system and new city wide or specific applications.
- Demonstrated ability to interact with team members and customers by communicating effectively though both verbal and written communications and by listening to understand others and address concerns in a timely and effective manner.
- Demonstrated ability to use a systematic approach and independent judgement to make sound decisions and resolve customer issues.
- Strong planning, organization and multi-tasking skills.
- Demonstrated initiative and resourcefulness in establishing and achieving goals and objectives.

REQUIRED QUALIFICATIONS:

- Successful completion of a one (1) year certificate program in an Office Technology Program

- from a recognized post-secondary institution.
- Three (3) years' experience in dealing with the public, in sensitive situations while maintaining a positive image which includes one (1) year experience in a computerized billing/accounting environment.
- Completion of training in Customer Service is an asset.
- A management approved equivalent combination of training and experience may be considered.

March 24, 2022