



DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Service Support Assistant
 DEPARTMENT/DIVISION: Utility Customer Service
 REPORTS TO: Utility Customer Service Supervisor

SUMMARY: Responsible for serving as the first point of contact for constituent calls and walk-ins associated with area of assignment. Duties include: answering inbound phone calls, radio calls, and emails; researching, responding to, and logging inquiries, complaints, and concerns; accepting payments in the form of check, cash, or credit card for utilities, citations, and other City payments; and, ensuring cash drawers are balanced. Work is performed with moderate supervision.

ESSENTIAL JOB FUNCTIONS:

- Answers and responds to inbound phone calls, radio calls, and emails for multiple internal departments from citizens and staff. Transfers callers to appropriate internal departments and/or requested staff members as requested.
- Researches, responds to, and logs inquiries, complaints, and/or concerns received from citizens and staff.
- Enters a variety of information into applicable databases and/or work order entry systems.
- Accepts and processes a variety of payments in the form of check, cash, or credit card for utilities, citations, and other City payments. Makes appropriate adjustments to customer accounts, following established guidelines and procedures. Enters payment information into applicable database and issues receipts to customers.
- Balances cash drawers at the end of the business day and prepares related bank deposit paperwork. Notifies appropriate internal department of daily deposit totals and prepares related financial logs, book entries, and/or other related paperwork.
- Performs other duties as assigned.
- Balances cash receipts and readies for bank deposit. Opens, terminates, and maintains customer utility accounts.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of telephone etiquette;
- Skilled in operating modern office equipment;
- Skilled in providing customer service;

- Skilled in handling irate customers;
- Skilled in handling cash;
- Skilled in handling frequent interruptions;
- Skilled in performing basic mathematical calculations;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One year related experience in area of assignment such as inbound call center, cash handling, or customer service.

PREFERENCES:

- Bilingual in Spanish and English.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.