

Job Title: Customer Service Representative (Cashier)

Department: Customer Service

Location: Main Office

Reports To: Customer Service Supervisor - Cashier

Job Status: Full-Time

Pay Status: Non-Exempt

Job Grade: 200

Date Created / Updated: 11/16/22

Position Summary

The Customer Service Representative (Cashier) is responsible for processing account transactions and utility payments for customer accounts with a high degree of accuracy. In addition, the Customer Service Cashier provides excellent customer service, prepares daily bank deposits, responds to customer requests for account information and payment extensions, updates service order status for field personnel, and exercises other technical duties in accordance with established policies and procedures.

The Customer Service Representative (Cashier) is highly involved in interacting with the Community, the Finance and Accounting Department, and other New Braunfels Utility staff, via telephone, email, fax, letter, or in person. A strong work ethic, the ability to work independently, a professional demeanor, and superior customer service skills are essential.

In addition, the Customer Service Cashier performs basic clerical duties such as filing, organizing, printing, copying, etc. and assists in the operational duties of other areas within Customer Service as needed. This position will be required to work in various work stations in Cashiering, Data Entry, and the Switchboard with minimal notice. The representative acts with a sense of urgency, is solution-oriented, approachable, professional and takes great pride in working with customers to deliver an experience that meets and, at times, exceeds their expectations.

Essential Duties and Responsibilities

ADMINISTRATIVE SUPPORT

- Greet customers and visitors directing them to the appropriate department to meet their needs and assisting them with the customer sign in log
- Grant or deny requested extensions based on customer scenario
- Offers and explains additional services and programs available such as; auto draft, auto pay, and senior citizen billing
- Knowledgeable and confident to obtain account information from customers and explain charges on utility bill while maintaining confidentiality
- Fulfills customer request for bill copies or proof of residency
- Takes ownership for duties and responsibilities assigned by supervisor
- Create and review verification and journal reports. Research credit balances and deposit payments on accounts
- Monitor payment extension report and submit accounts subject to disconnection for non-payment to appropriate personnel.
- Update service order status for field personnel
- Review credit refund report and initiate refund process for accounting
- Sort and distribute mail
- Maintains daily, weekly, and monthly reports of all transactions and balance sheets
- Navigate various online portals associated with electronic payments
- Maintain an organized filing system as required
- Maintain and organize historical data in a logical order
- Keep customer lobby area presentable at all times

- Actively contribute and recommend continuous process improvement to increase department efficiencies
- Keep informed of NBU's rate structures, fees, policies and procedures

FISCAL SUPPORT

- Applies payments made in the form of cash, check, money order, credit card, NBU Care certificates, or community vouchers and ensure payments are posted to the correct customer accounts
- Ability to process and count cash
- Investigate, research, and resolve transactional or reconciliation discrepancies in accordance with established policy and procedures
- Prepare daily bank deposits and maintain the cash change drawer
- Run dual control on Auto Draft and Auto Pay accounts
- Process electronic payments such as: ACH, Lockbox, Auto-Draft, Web, IVR or Western Union
- Reconcile daily cash worksheet, as assigned
- Checks and balances cash and negotiable instruments against receipts and register tapes on a daily basis.
- Process extra charge journals and transfer payments accordingly
- Adjust misapplied payments, reverse late or processing fees and credit events, if applicable.
- Research accounts with returned eCheck, check, or auto-draft or auto-pay payments
- Create/generate and mail collection letters
- Notate account for customers that have reached cash only status and mail letter of notification to customer
- Place collection calls to customers with return items as needed
- Report customer information to District Attorney's office within specified time period
- Count cash drawer at beginning and end of shift to ensure amounts are correct and that there is adequate change
- Maintains accuracy in data entry of itemized daily cash receipt spreadsheet report and bank reconciliation assistance as assigned

INTERNAL AND EXTERNAL COMMUNICATION

- Operate switchboard, answer all incoming calls and transfer to appropriate department
- Responsible for handling all Community Agency email requests including voucher verification, providing requested reports or account information
- Stay abreast of elevated customer situations and inform a Customer Service supervisor or member of management accordingly
- Exhibits excellent listening skills and empathy when addressing customer concerns/complaints
- Assist customers by providing information on procedures or policies and resolving their complaints
- Thorough knowledge of city utility services and charges
- Skill in active listening, taking time to understand, and asking questions as appropriate
- Ability to deal effectively with the public in processing customer requests and complaints and coping with extreme cases of human behavior
- Complete end of day closing procedure for the entire Cashiering area
- Helps train employees with similar tasks and new processes within and across departmental lines

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general

- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures
- Other NBU Duties as assigned

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: One Year or More

Other: - Bilingual in Spanish is a plus

Certification and Licensures Requirements

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Other Minimum Qualifications

- Utilize current versions of computer software and hardware provided by NBU to research customer accounts, perform data entry, and to create other documents that are clear, accurate and grammatically correct.
- Cash handling experience
- Excellent 10 Key and data entry skills

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Harris NorthStar (CIS system) including mCare, eCare, and Fixed Network, ADP ezLabor (payroll), DataProse (outsourced bill mailer), Halogen (evaluations), Scanner, Credit Card payment software(3rd party payment processor), electronic document storage, Online Utility Exchange (Identification verification), Microsoft Office Suite.

Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Copier, Fax Machine, Scanner, Printer, Receipt Printers, Currency Counter, Calculator, Telephone

Physical Demands

Standing: Constantly

- Making Presentations
- Observing Work Site
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Frequently

- To Other Departments/Offices/Office Equipment
- Around Worksite

Lifting: Frequently

- Supplies
- Equipment
- Files

Carrying: Frequently

- Supplies
- Equipment
- Files

Sitting: Occasionally

- Desk Work
- Meetings
- Driving

Reaching: Constantly

- For Supplies
- For Files

Handling: Constantly

- Paperwork
- Monies

Kneeling: Frequently

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Constantly

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Occasionally

- Stairs
- Ladder
- Step Stool
- Onto Equipment

Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

Foot Controls: Never

- Driving
- Operating Heavy Equipment
- Dictaphone

Balancing: Occasionally

- On Ladder
- On Equipment
- On Step Stool

Bending: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

Crouching: Frequently

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Crawling: Occasionally

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Constantly

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

Twisting: Constantly

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Constantly

- Communication Via Telephone/Radio/To Co-Workers/Public

Other

Click or tap here to enter text.

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: [Click or tap here to enter text.](#)

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date