



# Terrebonne Parish Consolidated Government

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## JOB DESCRIPTION

<b>POSITION TITLE.....:</b>	Customer Service Representative (Teller) ( <b>Temporary</b> )
<b>DEPARTMENT.....:</b>	Finance
<b>DIVISION.....:</b>	Customer Service
<b>CLASSIFICATION/GRADE.....:</b>	Customer Service Representative/104
<b>REVISED.....:</b>	02/2016
<b>REPORTS TO.....:</b>	Customer Service Manager
<b>REVIEWED.....:</b>	07/2019
<b>WAGES.....:</b>	Non-Exempt (Hourly)

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### **SUMMARY:**

This position regularly interacts with customers/public to provide and process information in response to various TPCG services, specifically concerns and requests about Utility Billings and Collections.

### **BASIC FUNCTIONS:**

1. Process and complete applications via a PC based terminal for the following Utility Billing Services: meter deposits, cancellations/disconnects, transfers, gas lines installations, meter calibrations, etc.
2. Collect and account for all payments from the various TPCG Departments/Divisions (i.e., Finance, Utilities, Risk Management, Public Safety, Public Works, Planning, Recreation, and Housing & Human Services, etc.). This specifically includes balancing currency, coins, and checks in cash drawers at end of shift by using your PC, calculator/adding machine.
3. Examine checks for endorsement, and the written and numerical amounts agree.
4. Identify transaction mistakes when out of balance and be able to resolve problems/discrepancies concerning customer accounts.
5. Keep record of customer account interactions, transactions and actions taken via the Utility Billing Comment (F12) File Inquiry menu option for accountability.
6. Issue and accept Bar Card applications and collect payments upon completion, same for Liquor License Applications, and Certificates of Registration for Public Solicitations.
7. Handle incoming telephone customer inquiries under the direction of either the Sr. Customer Service Representative (S.C.S.R), Customer Service Supervisor (C.S.S), or Customer Service Manager (C.S.M.).
8. Must become thoroughly knowledgeable of the various job functions within the Customer Service Division and be able to clearly communicate in detail information publicly.
9. Grant utility extensions in accordance to established policy or seek directions for said resolve via the Sr. CSR (Head Teller), and in her absence the C.S.S, or C.S.M..
10. May be assigned to key-in all mailed utility billing payments, bank statements, etc. at the discretion of the Sr. CSR, C.S.S, or C.S.M.
11. May be assigned various other clerical duties by the S.C.S.R, C.S.S., or C.S.M. (e.g. filing, mail processing, relief duties as cross-trained, etc).

### **OTHER REQUIREMENTS:**

1. Must possess strong customer service skills and/or ability to work with the public.
2. Must have valid experience dealing with money in terms of accuracy and accountability.

3. Integrity and honesty a must for this job.
4. Must have good oral and written communication skills, and good information processing ability/numeracy skills. This includes Active Listening Skills.
5. Ability to work independently and deal with the stress and tolerance in a courteous and professional manner via the public served.
6. Must be dependable and prompt (i.e., punctual, meticulous, and reliable) in your employment.
7. Time management very important regarding both your and others served; in other words, know your job and your customers needs regarding it.
8. Must be flexible and willing to work extra hours when necessary.
9. Able to operate a 10-key calculator efficiently.
10. Ability to type efficiently and accurately.
11. Ability to speak a foreign language a plus.

**EDUCATION/EXPERIENCE:**

1. Must have a High School Diploma or GED Graduate Certificate.
2. Knowledge of relevant computer applications (i.e. Microsoft Word, Outlook, Publisher, Excel, etc.) a plus.

Rev. 2/5/16 - el