

**ROLLA MUNICIPAL UTILITIES**

102 West 9<sup>th</sup> Street  
PO Box 767  
Rolla, MO 65402-0767

Job Title: **Customer Service Representative**

Date: January 24, 2022

Grade Level: 10

FLSA: Regular Full-time, Non-Exempt

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**GENERAL PURPOSE**

This position is responsible for answering customer inquiries by phone, email and in person.

**SUPERVISION RECEIVED**

The Customer Service Representative works under the supervision of the Customer Service/Billing Supervisor.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

Set up new customer accounts, transfer customer accounts and finalize customer services.

Receive and record customer payments.

Process large amounts of money and balance cash drawers.

Process customer service orders.

Resolve issues with customer problems and concerns.

Collect and process customer deposits.

Work with customer cut-off lists, arrange customer payment extensions and payment arrangements.

**PERIPHERAL DUTIES**

Attend staff safety meetings as scheduled.

Have good computer skills and knowledge of applicable computer programs used by the UTILITY.

Performs related work and other assigned duties as required.

**JOB CONTEXT**

The Customer Service Representative is a regular full-time position. The stress level for this position is moderate to high. Approximately 100% of the work for this position is indoors with 0% being performed outdoors.

**DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

- A. Graduation from an accredited High School or successful completion of a GED examination.

Necessary Knowledge, Skills and Abilities:

- A. Considerable ability in oral and written communication;
- B. Considerable computer skills;

- C. Considerable ability to establish and maintain effective working relationships with peers, management, vendors, and the public;
- D. Must be able to work in a cohesive group to achieve the goals of the entire team.
- E. Ability to understand and follow complex oral and written instructions; ability to critically analyze process problems and to use sound judgment in arriving at an effective and appropriate solution;
- F. Ability to keep accurate records and prepare routine reports from such records.

**SPECIAL REQUIREMENTS**

Must be of good moral character, temperament, and industrious habits, able to effectively deal with the public, able to communicate effectively verbally and in writing, and able to handle stressful situations.

Must be a resident of the U.S.A. and legally authorized to perform work in the U.S.A.

Must be able to read and write the English language.

Must be able to pass pre-employment drug test(s) and pre-employment physical(s) by RMU's physician.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle or feel, reach with hand and arms, climb or balance, smell, talk and hear. The employee required to climb, stoop, kneel crouch, and/or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works inside in an office environment.

The employee occasionally works in precarious places and is occasionally exposed to fumes, airborne particles, risk of electrical shock, and vibration.

The noise level in the work environment is occasionally loud.