# Customer Service Program Assistant
## Operations Service Department

Under general direction, performs technical and administrative duties requiring knowledge of pertinent procedures and policies, customer service, and administrative processes such as the creation of work orders, utility bills, and data analysis reports. Responsibilities include ensuring daily work is performed correctly and on schedule; providing customer assistance including responding to questions and complaints; explaining policies; processing utility payments; performing numerical calculations and reconciliation's.

Responsibility Level:

- Receives general supervision from a department supervisor or division manager.
- Exercises no direct supervisory responsibility.

Knowledge of:

- Department policy and procedures governing the reading, recording, and billing of utility accounts.
- Modern office procedures and practices including business correspondence, filing and the operation of computers and other modern office equipment.
- Appropriate use of computerized utility billing, asset, and maintenance management programs.
- Cash handling procedures and controls.

Skills/Abilities:

- Deal effectively with customers, general public, and staff.
- Communicate effectively, both orally and in writing. Write clearly and keep organized records.
- Explain utility billing policies and procedures.
- Assists in resolves utility records and billing problems.

- Work independently and keep to a schedule.
- Establish and maintain effective working relationships with others.
- Effectively work with Accounting and Computer professionals.

Desirable Qualifications:
Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

High school graduation or GED equivalent and two years of experience related to the area assigned.

College coursework in Business, Accounting or related field is highly desirable.