



## JOB TITLE

Customer Service Representative (Part Time)

## DEPARTMENT

Water & Sewer, Baldwin County

## JOB SUMMARY

This position receives and processes water bill payments, processes billing records for the county, and provides administrative and clerical support for department operations.

### MAJOR DUTIES:

- Process county water bill transactions, including accepting, receipting, posting, and balancing.
- Process customer service requests which include but aren't limited to updating account information, suspending services, and transferring accounts.
- Receives and processes payments from customers at the counter as needed and assists with the processing of payments made by mail and being sure they are to the proper account.
- Open customer accounts, receives deposits, issues receipts, and assigns account numbers.
- Prepares work orders to have meters reread, repaired, and to check services.
- Entering new information into computer and answers department telephones as needed.
- Assists in balancing receipts against register tapes as needed.

### KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of county and departmental policies and procedures.
- Knowledge of water service rates and charges.
- Knowledge of computerized utility billing systems.
- Knowledge of the county geography.
- Skill in operating such equipment as a personal computer, typewriter, calculator, and cash registers.
- Skill in organizing and prioritizing work.
- Skill in maintaining accurate accounts.
- Skill in performing basic mathematical calculations.
- Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Water & Sewer Office Manager assigns work in terms of general instructions. The work is reviewed for accuracy, compliance with procedures, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include county policies and procedures, general bookkeeping practices, relevant state and federal regulations, and supervisory instructions. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related customer service duties. The purpose of this position is to ensure the accuracy of water bills and apply payments and fees to the appropriate accounts. Successful performance helps ensure public satisfaction with the handling of water accounts.

**CONTACTS:** Contacts are typically with co-workers, other county employees, and account customers. Contacts are typically to give and exchange information, resolve problems and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table in an office environment.

**MINIMUM QUALIFICATIONS:**

- Ability to read, write, and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

Qualified persons may apply at  
BALDWIN COUNTY BOARD OF COMMISSIONERS OFFICE  
1601 North Columbia St, Suite 230  
Milledgeville, GA 31061

Applications may be downloaded from our website, [WWW.BALDWINCOUNTYGA.COM/HR/PAGE/JOB-APPLICATION](http://WWW.BALDWINCOUNTYGA.COM/HR/PAGE/JOB-APPLICATION) and e-mailed to [tdixon@baldwincountyga.com](mailto:tdixon@baldwincountyga.com).

BALDWIN COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE, GENDER IDENTITY, OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF SERVICES.

APPLICATIONS WILL BE ACCEPTED UNTIL JOB FILLED  
BALDWIN COUNTY, GA. EQUAL OPPORTUNITY EMPLOYER