



CITY OF SENECA

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City of Seneca – Position Description **Cashier/Customer Service Representative** *Utilities Department*

GENERAL PURPOSE

Receives payments for electricity, water, water taps, deposits, return checks, and other fees. Assist with opening new accounts, closing accounts, and customer service calls. This position reports to the Billing Supervisor.

CASHIER ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves customers by completing account transactions.
- Answers questions in person or by telephone and refers customers to other departments as necessary.
- Reconciles cash drawers by proving cash transactions, counting and packaging currency and coins.
- Reconciles credit cards and check payments.
- Complies with operations and security procedures
- Contributes to team effort by accomplishing related results as needed.

CUSTOMER SERVICE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Creates, completes and updates work orders for new electrical, water and sewer services for residential and commercial services.
- Enters work orders for other departments, including street crews, electrical and water crews. Problems addressed through work orders include meter changes, curbside pick-up, streetlights out, traffic lights out, electric lines down, and water line breaks.
- Assists with the Planning Department and Building Inspector.
- Receives incoming calls and directs callers as needed. Assists customers with all questions about their account.
- Enters new meter numbers in the computer where meters have been changed. Prepares information for cutting off service. Assist customers with extensions.

QUALIFICATIONS / SKILLS:

- Working knowledge of computers and electronic data processing.
- Working knowledge of modern office practices and procedures.
- Skill in operating listed tools and equipment.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to communicate effectively verbally and in writing.
- Ability to establish successful working relationships.
- Ability to work under pressure and/or frequent interruptions.
- Ability to work with a wide variety of people and personalities

EDUCATION and EXPERIENCE REQUIREMENTS:

- High school diploma, GED, or equivalent required
- Preferred associate's degree in business accounting, bookkeeping or a related area

- One-year consecutive customer service/ cashier experience in financial services, or a goal- oriented environment preferred. Banking experience is a plus.

TOOLS AND EQUIPMENT USED

Personal computer, central billing system terminal, central financial computer, 10-key calculator, phone, fax and copy machines, cash drawer, sorting machine, printer, typewriter, charts, contracts, diagrams, directives, documents, forms, manuals, publications, reference books, schedules, specifications, maps, credit card scanner, check endorser, mail opener machine, postage meter.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described are representative of activities required and work environment encountered while performing the essential functions of this job. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions.

- The employee is frequently required to stand, sit, talk and listen.
- The employee is occasionally required to walk; use hands to handle, or feel objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.