

CUSTOMER SERVICES REPRESENTATIVE

General Statement of Duties

Performs responsible clerical and fiscal work in the DMV tag and title work, utility payment collections, and customer service functions.

Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve serving the public in the processing of vehicle registrations and license tags; collecting utility bills and other revenues; preparing and verifying a variety of reports and records; handling customer inquiries relating to Town services; and coordinating with the field services functions. Work involves public contact functions and coordination with other departments within the Town. Considerable knowledge of utility customer service policies and North Carolina Department of Motor Vehicles policies and state laws regarding a wide variety of detailed vehicle registration and licensing procedures, as well as tact and courtesy are required along with strong office technology skills. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer services, records, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Performs a wide variety of DMV customer service work in the preparation and maintenance of proper vehicle registrations and license tags; ensures proper information for issuance of vehicle titles; transfers titles to show change in ownership; processes requests for duplicate titles and registrations; processes renewals; accepts plates turned in for insurance stops, sold vehicles, etc.; issues handicapped placards and plates; notarizes titles; records liens; corrects titles; adds equipment to existing registration; registers and processes titles for Afor hire@ vehicles; works with tax and other agencies to problem-solve issues; and performs other DMV work requiring detailed processing of required information and verification.

Provides customer services to the public regarding utilities, and other services; collects a variety of revenues through the mail and in person; enters collections into computerized system; provides information and assistance with billing problems.

Prepares bank deposits and reconciles collections; takes and reconciles credit card payments.

Assists customers with enrollment and disconnection from utility services; notifies field staff regarding need for connections, disconnections, meter readings, leaks, and other field needs; prepares work orders; explains billing and other customer service issues to the public.

Answers complaints from citizens, researches problems, and answers to their questions; adjusts bills for leaks, incorrect meter readings, etc.

Additional Job Duties

Cross-trains and provides back-up to other staff.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of State DMV licensing and titling requirements and procedures.

Considerable knowledge of local policy, billing and customer service cycle regarding water and electric systems.

Considerable knowledge of the application of information technology to the work.

Working knowledge of state statutes related to utility collections and customer service.
Working knowledge of standard operating practices involved in modern office operation and serving the public.
Working knowledge of water meter operations.
Skill in collaborative conflict resolution, teamwork, and customer service excellence.
Ability to problem-solve tax and title issues with various agencies.
Ability to deal effectively with the public in a tactful and firm manner.
Ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer oriented operation.
Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment at the desired level of speed and accuracy.
Ability to communicate effectively in oral and written forms.
Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.
Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

Desirable Education and Experience

Graduation from high school, supplemented by courses in business or accounting, and experience in a billing and/or collections operation involving multiple step tasks and collections methods or DMV licensing and titling procedures; or an equivalent combination of education and experience.

Special Requirements

Ability to obtain Notary Public.