

# Customer Service Billing Representative

FLSA Status: *Non-Exempt*

## General Definition of Work

Performs intermediate skilled administrative support work answering telephone, responding to customer inquiries and complaints, greets and escorts guests, handles visitor registration, preparing and maintaining files and records, preparing reports, and related work as apparent or assigned. Work is performed under the moderate supervision of the Customer Service Supervisor. Work hours for this position are 7:30 a.m. to 4:30 p.m. Monday through Friday with 1 hour for lunch.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Processes payment arrangements, non-pay and NSF checks.
- Collects payments and disburses accordingly.
- Collects payments from drop box, electronic files and walk-ins; records and deposits receipted payments for trash and storm payments
- Prepares billing on delinquent accounts; send notices; files liens, collections, write-offs, etc.
- Writes State Board of Accounts receipts; balances monies received against receipts; deposits monies.
- Prepares monthly reports, cash receipt reports, etc.
- Generates and review files for quarterly and final billing.
- Provides customer service for those paying bills, applying for permits and City fees.
- Answers telephone; forwards calls to appropriate party
- Any other projects and duties as assigned by the Administrative Staff

## Knowledge, Skills and Abilities

General knowledge of standard office methods, techniques and procedures, business English, spelling and arithmetic; functional proficiency using microsoft office and other computer software systems, knowledge of billing programs, policies and procedures; ability to operate standard data entry and office machines; ability to make decisions relating to assigned operations in conformance with applicable laws and policies; ability to establish and maintain effective working relationships with vendors, associates and the general public.

## Education and Experience

High school diploma or GED, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting and speaking or hearing, frequently requires using hands to finger, handle or feel and repetitive motions and occasionally requires standing and walking; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data,

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operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic).

### Special Requirements

Valid driver's license in the State of Indiana

Please send resume via email to [ksparks@westfield.in.gov](mailto:ksparks@westfield.in.gov) or mail to City of Westfield 2728 E. 171<sup>st</sup> St. Westfield, IN 46074 Attn: Kristen Sparks.