



Benefits and Salary:
\$57,156 - \$69,552

- Medical, Dental and Vision
- Paid Life and AD&D Insurance
- Long Term Disability
- Oregon PERS Retirement
- Deferred Compensation Plans
- HRA VEBA Contributions
- Paid Vacation and Sick Leave
- 10 Paid Holidays/2 Personal Days

Minimum Qualifications:

- A High School Diploma or equivalency;
- At least 3 years' experience in performing clerical/cashiering, recordkeeping duties and providing professional customer service

Preferred Qualifications:

- Background in basic accounting practices; Utility Billing, Accounts receivable and payable;
- Prior work experience in government atmosphere
- Bilingual Preferred but not required

Customer Service Representative

The City of Hermiston is accepting applications for the position of Customer Service Representative. This position receipts payments and maintains necessary records of utility payments from the public. Responds promptly and courtesy to inquiries/requests from the public regarding utility billing and services provided by the city. Supports the department in performing a variety of accounting, budgeting and financial reporting functions; organizes and maintains filing systems and prepares routine reports.

Knowledge of principles and procedures of accounts payable processing, financial record keeping and reporting; governmental bookkeeping, budgeting and accounting principles and practices; rules of effective English usage and grammar; modern office procedures, methods and computer equipment; business telephone etiquette; city operations, organization, policies, procedures, regulations and ordinances; pertinent federal, state and local laws, codes and ordinances.

Maintain accurate accounting records and reports; independently research assigned problems; organize and summarize information from various sources into format of own design; establish priorities and organize own workload; maintain confidentiality; accurately produce required work; deal effectively with frequent interruptions and several situations at one time; maintain effective working relationships with co-workers, vendors, contractors, public officials, management, and the general public; deal courteously and tactfully with the public; communicate effectively both orally and in writing; use independent professional judgment and work with minimal supervision.

Interested applicants must submit a City of Hermiston Employment Application, Cover Letter and Resume to City of Hermiston, Attn: Human Resources 180 NE 2nd Street, Hermiston, OR 97838, or via email to cinnners@hermiston.or.us, no later than April 7, 2023.



Where Life is Sweet



Where Life is Sweet

City of Hermiston, Oregon Position Description

Job Title: Customer Service Representative

Department: Administration/Finance

General Statement of Responsibilities

Receipts payments and maintains necessary records of utilities payments from the public. Responds to inquiries/requests from the public regarding utility billing and services.

Supervision Received

Works under the supervision of the Finance Director and is reviewed for accuracy and adherence to departmental policies and procedures.

Supervision Exercised

Supervision of others is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel, and may assign work to temporary workers.

Examples of Duties - Essential Functions

1. Answers customer service questions, concerns, complaints and requests concerning utility service, on the telephone and in person; responds to general inquiries regarding city services.
2. Initiates necessary action regarding bills and payments, service problems, refunds, disconnects and reconnects of service.
3. Accepts payments in person or through the mail for utility billings, other monies received by the city and interdepartmental payments; provides receipts; balances cash.
4. Prepares and mails billing statements, delinquent notices and tum-off notices for timed mailing through the month.
5. Prepares account information for entry into computer system and acts as backup for utility data entry.
6. Follows up on delinquent account payment schedules to insure compliance.
7. Answer general city telephone lines and directs calls to appropriate personnel.
8. Prepares outgoing city mail and maintains sufficient funds in postage machine.
9. Processes senior citizen taxi ticket program requests.
10. Organizes, files, catalogs and copies materials.
11. Types forms, letters, and reports.
12. Other duties as assigned.

Screening Criteria

Education and Experience:

- A High School Diploma or equivalency;
- AND at least three years' experience performing clerical/cashiering and/or record keeping duties and providing customer service;
- OR any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.

Special Requirements/Licenses:

Knowledge of: Considerable knowledge of general office practices and procedures. Some knowledge of billing procedures, basic principles of bookkeeping; appropriate cash handling procedures; rules of effective business English usage and grammar, spelling, and punctuation. Knowledge of relevant computer and office equipment; business telephone etiquette; city operations, organization, policies, procedures, regulations and ordinances; pertinent federal, state and local laws, codes, and ordinances.

Skills: The operation of standard office equipment, including the operation of a computer to update/access files; typing and 10-key adding machine.

Ability to: Perform detailed work involving numerical data; properly record and document fiscal transactions; make arithmetic computations accurately and rapidly; receive and receipt cash accurately; deal with the public courteously and tactfully in stressful situations; establish and maintain effective working relationships with other employees, supervisors and the general public; establish priorities and organize own workload; deal effectively with frequent interruptions; communicate effectively both verbally and in writing.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, 10-key, and telephones; and while moving equipment and office supplies. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to lift and/or move materials under 5 lbs. frequently, 25-60 lbs. occasionally, and over 60 lbs. rarely. This position requires both verbal and written communication abilities.

Working Conditions: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

While performing the duties of this position, the employee is primarily working indoors in an office environment. The noise level in the work environment is usually moderate and lighting is adequate.

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