

WEBB COUNTY  
JOB DESCRIPTION

CERTIFIED

JAN 15 2015

**TITLE:** CUSTOMER SERVICE TECHNICIAN  
**DEPARTMENT:** UTILITIES  
**SLOT NUMBER:** 2875  
**REVISION DATE:** January 15, 2015

by Webb County  
Civil Service Commission

**JOB SUMMARY:**

Perform cashier duties such as collecting and processing payments and other duties as requested by Utilities System Manager or Immediate Supervisor.

**CHARACTERISTIC/ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Counts change accurately and quickly.
- Collects, posts and maintains records.
- Handles difficult customers and their complaints and addressing them to correct sections for resolution.
- Opening and closing accounts through the use of Department Customer Accounting Systems.
- Data processing of information into standard operating systems and spreadsheets.
- Assist in producing bills and disconnection notices for mailing.
- Mail processing of bills and other Department information.
- Maintaining general office equipment.
- Assist in special notice delivery.
- Minor cleaning and maintaining of Office area.
- Assisting in all required administrative duties of the Water and Wastewater Divisions.
- Collecting of Dispenser revenue of areas outside of the office.
- Performs any other related duties as assigned.

**QUALIFICATION STANDARDS:**

- Must have high school diploma or GED certificate from an accredited institution. If diploma/GED is from a foreign country you must have it equated prior to submission.

**SKILLS AND ABILITIES:**

- Must have knowledge of computer.
- Ability to work with difficult customer's tactfully and courteously.
- Ability to withstand high stressful situations.
- Ability to handle cash and financial transactions.
- Ability to prepare daily cash deposit slips.
- Ability to communicate both verbally and in writing.
- Ability to comply with all Webb County Personnel Policies and Procedures.
- Ability to work well with others.

- Have a positive work attitude.
- Must have Microsoft Program knowledge.
- Must Read, Write and speak fluent English and Spanish.

**PHYSICAL REQUIREMENTS:**

- Must be able to sit or stand for prolonged periods of time.
- Must be able to lift 30-45 lbs.
- Must be able to work outdoors as needed.

**OTHER REQUIREMENTS/INFORMATION:**

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, motor vehicle record (MVR) and criminal background checks are required.
- This position is covered by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County Policies.

**SUPERVISORY:**

- Supervised directly by Office Manager with oversight by the Systems Manager

**ACKNOWLEDGEMENT:**

The undersigned have read discussed, and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

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Employee Signature

\_\_\_\_\_  
Supervisor Signature

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Printed Name

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