

# City of Lockhart, Texas

## JOB DESCRIPTION

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### Cashier/Customer Service Representative

**Department:** Utility Billing

**Pay Grade:** 103

**FLSA Status:** Non-Exempt

#### JOB SUMMARY

The Cashier/Customer Service Representative processes payments, requests for utility service, utility transfers, and disconnections of utility service for the City of Lockhart. An incumbent in this position also assists customers with billing questions and maintains related manual and electronic records.

#### ESSENTIAL JOB FUNCTIONS

- Processes payments for utility bills in persons or by phone; generates receipts; enters receipt information into computer system; and files.
- Processes new services orders; collects deposits; issues receipts; enters information into system; and validates identification.
- Assists customers with billing questions.
- Balances cash drawers; completes daily cash report.
- Processes requests for transfer or disconnections of service; verifies change of address.
- Generates cut-off notices on day of disconnection.
- Issues and collects building, electrical, plumbing, air conditioning, gas, and food permits.
- Issues and collects beer and contractor licenses.
- Enters brush charges submitted by Public Works into the system.
- Cross trains with billing area; reviews billing reports, billing registers, and data entry.
- Handles related problems with the public; forwards to proper departments.
- Contacts City departments via two-way radio as needed.
- Covers answering of phones when operator is absent.
- Maintains records in notebooks including: extensions; at the door service; NSF accounts; property authorization of landlords; medical/doctor notes; name changes; address changes; accounts supported by various assistance programs; property address assignment accounts; letters of credits; public record requests; tax exemption accounts; and power of attorney letters.
- Replenishes forms/pamphlets available to the public.
- Keeps cashier area clean and neat.
- Performs other related duties as assigned.

#### QUALIFICATIONS

**Education and Experience:**

Requires High School diploma or equivalent, two (2) years of related work experience handling cash, or an equivalent combination of education and experience; experience in billing and accounts receivable work preferred.

**Licenses or Certifications:**

- None.

**Special Requirements:**

- Ability to maintain regular, reliable in-person attendance.
- Pass a criminal background check.
- Type forty (40) words per minute (wpm).

**Knowledge, Skills and Abilities:**

- Knowledge of cash handling.
- Skill in delivering customer service.
- Skill in typing and using a 10-key by touch.
- Skill in using Office and department software.
- Skill in performing basic math computations including addition, subtraction, multiplication, and division in order to calculate monetary amounts, business account deposits, and count change.
- Ability to perform data entry.
- Ability to accept and follow instructions.
- Ability to keep customer information confidential.
- Ability to write receipts, letters, work orders, and tag notices.
- Ability to determine appropriate course of action in response to customer requests.
- Ability to maintain a courteous demeanor when dealing with irate customers.

**PHYSICAL DEMANDS**

The work is sedentary work. The employee is occasionally required to exert up to 10 pounds of force to move objects. Additionally, the following additional physical abilities are required (Demand Code: C=Continuously, F=Frequently, O=Occasionally, R=Rarely):

F	• Climbing: Ascending, descending ladders, stairs, and ramps; requiring body agility.
O	• Crouching: Bending the body downward and forward by bending leg and spine.
R	• Feeling: Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
C	• Grasping: Applying pressure to object with fingers or palm.
C	• Handling: Picking, holding, or otherwise working, primarily with the whole hand.
F	• Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction; receiving detailed information through oral communication; and making the discrimination in sound.
C	• Hearing 2: Receiving detailed information; making discrimination in sound.
O	• Kneeling: Bending legs at knee to come to a rest on knee or knees.
O	• Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position, occurring to a considerable degree; requiring substantial use of upper extremities and back muscles.

C	<ul style="list-style-type: none"> <li>Manual Dexterity: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.</li> </ul>
C	<ul style="list-style-type: none"> <li>Mental Acuity: Making rational decisions through sound logic and deductive processes.</li> </ul>
R	<ul style="list-style-type: none"> <li>Pulling: Using upper extremities to exert force in order to draw, haul, or tug objects in a sustained motion.</li> </ul>
R	<ul style="list-style-type: none"> <li>Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.</li> </ul>
F	<ul style="list-style-type: none"> <li>Reaching: Extending hand(s) and arm(s) in any direction.</li> </ul>
C	<ul style="list-style-type: none"> <li>Repetitive Motion: Substantially moving the wrist, hands, and/or fingers.</li> </ul>
C	<ul style="list-style-type: none"> <li>Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to others accurately and concisely.</li> </ul>
O	<ul style="list-style-type: none"> <li>Standing: Being erect particularly for sustained periods of time.</li> </ul>
O	<ul style="list-style-type: none"> <li>Stooping: Bending body downward and forward by bending spine at the waist, occurring to a considerable degree; requiring full motion of the lower extremities and back muscles.</li> </ul>
F	<ul style="list-style-type: none"> <li>Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other co-workers accurately, loudly, or quickly.</li> </ul>
O	<ul style="list-style-type: none"> <li>Talking 2: Shouting to be heard above ambient noise.</li> </ul>
C	<ul style="list-style-type: none"> <li>Visual Acuity 1: Having close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or reading extensively.</li> </ul>
C	<ul style="list-style-type: none"> <li>Visual Acuity 2: Verifying color, depth perception, or field of vision.</li> </ul>
F	<ul style="list-style-type: none"> <li>Visual Acuity 3: Determining accuracy or neatness; observing facilities/structures.</li> </ul>
O	<ul style="list-style-type: none"> <li>Walking: Moving about on foot to accomplish tasks, particularly for long distances, or moving from one work site to another.</li> </ul>

**WORK ENVIRONMENT**

Work is performed in a relatively safe and secure work environment, inside a climate-controlled building; and work requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

***The City of Lockhart has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date