



Customer Care Representative-Limited Term

Department: Customer Care	FLSA Status: Non-Exempt
Division: Utility	Job Status: Non-Bargaining Unit
Reports to: Finance Manager	Location: Plymouth Utilities
Prepared by: Finance Manager	Approved by: Interim City Administrator
Date: March 14,2022	Date: March 21, 2022

GENERAL DESCRIPTION

The City of Plymouth/Plymouth Utilities is recruiting for an individual who will be the first point of contact for our Utility customers from May through October 2022. We are looking for a person to welcome our customers, process payments and answer questions in an efficient and friendly manner. This position will provide you with hands-on experience and exposure to Customer service, utilities, and local government.

JOB FUNCTIONS

The following duties and responsibilities are not to be construed as exclusive or all-inclusive. Other duties and responsibilities may be assigned and required.

Examples of Essential Job Functions

- First point of contact for Utility customers; answering phones, and helping customers at the counter.
 - Helps customers in an efficient and friendly manner
 - Answers customer questions and resolves any emerging problems or complaints
 - Processes customer payments, balances payments/cash drawer
- Prepares customer correspondence
- Assists and supports billing/collection processes
- Assists with office projects

OTHER DUTIES

- Performs all other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to communicate effectively, orally and in writing
- Must possess a high level of integrity and work ethic
- Strong attention to detail
- Be able to read, write and speak English fluently
- Applicants must be authorized to work in the US without requiring sponsorship

EDUCATION AND TRAINING

- High School diploma or GED equivalent
- Experience communicating orally and in writing with a variety of people
- Experience in using Microsoft Word, Excel, Outlook, and Power Point is a plus
- Valid Wisconsin Driver's License

WORKING CONDITIONS

- Environment: Work is primarily inside.

- Physical: Includes sitting and/or standing for extended period of time, walking, bending, stooping, and lifting up to approximately 30 lbs or less.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Disclaimer: The job description has been prepared to assist in evaluating various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty required of the position. It is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. Nothing contained herein is intended or shall be construed to create or constitute a contract.