

MARSHALL MUNICIPAL UTILITIES

ADMINISTRATIVE SERVICES DEPARTMENT

JOB DESCRIPTION

Revised 07/18

TITLE: Bilingual Customer Service Representative

PAY RANGE: 3

JOB LOCATION: 75 E. Morgan, Marshall, MO

NORMAL WORK SCHEDULE: 7:30 a.m. to 4:30 p.m., Monday-Friday. Includes after-hours and weekend duty as may be scheduled during emergencies, storms, outages or periods of equipment failure, and as necessary to accomplish priority work.

BASIC DESCRIPTION OF WORK: Handles customer collection operations and initial questions regarding utility billing, processes requests for initial utility services or changes as requested by the customer, and performs duties relative to telephone and radio dispatching. Provide English to Spanish and Spanish to English translation of material, spoken and written, for various areas of MMU.

This job requires the following education and/or experience:

High School graduate or equivalent.

This job requires the following,

- (1) at the time of hire:
 - a. Telephone at residence or cellular phone
 - b. Computer knowledge on general operation of personal computer and business machines
- (2) obtained on the job:

PRIMARY DUTIES OF JOB: Cheerfully greets customers and answers questions. Receives payments and deposits from customers, makes change, takes requests for services, transfers and turnoffs. Schedules extensions and payment arrangements for eligible customers. Balances cash drawer. Handles large amounts of cash and mail. Operates the Utilities' station radio and phone system; answers incoming telephone calls with pleasant voice and attitude. Interpret and provide translation of both Spanish and English for various areas of MMU. May require travel to various job sites or customer locations within MMU's service area.

SECONDARY DUTIES OF JOB: May act as the Utility receptionist. Listens to customer complaints and writes follow-up work orders as needed. Types reports, letters and other documents, files and checks work schedules. May assume other duties as assigned.

To do this job you must be able to:

Apply basic math skills such as averages, greater than, less than
Communicate effectively, in English and Spanish, verbally in person and
by telephone/radio
Keep calm and think clearly in dealing with an upset
customer or in an emergency situation
Read, write and understand material written in English and Spanish
Operate, understand and manipulate computer files

Visually obtain accurate data from various written material
Type accurately using equipment such as computer
keyboards and typewriters
Work safely alone and with others in a compatible manner

PHYSICAL DEMANDS: Lift 20 pounds.

ENVIRONMENTAL CONDITIONS: Normally an office environment. May be subjected to weather conditions.

SUPERVISION RECEIVED: Works under the general supervision of the Administrative Services Director and the direct supervision of the Customer Service Supervisor, or others as assigned.

SUPERVISION GIVEN: May assist in or be responsible for the training of personnel in apprentice position as assigned by the Customer Service Supervisor.