



City of Columbus

Applications can be picked up in the Personnel Office at Columbus City Hall, 123 Washington Street, Columbus IN 47201 or obtained online at www.columbus.in.gov on the Career Link.

Date of Request:	October 11, 2019
Date Required:	ASAP
Department:	COLUMBUS CITY UTILITIES, Business Office
Position Classification:	Cashier
Position Title:	Cashier
Supervisor:	Business Office Supervisor
Salary Range:	Minimum \$12.87 p/h; Midpoint \$16.08 p/h; Maximum \$19.30 p/h
Working Hours:	Monday – Friday, 8:00 AM – 5:00 PM
FLSA:	Non-exempt
Type of Position:	Full Time
Application Deadline:	October 18, 2019

Position Summary:

This position is responsible for providing excellent customer service to every customer they encounter each day. The majority of the time, this position is in direct communication with customers via face-to-face contact, through email, and telephone. This position handles customer payments, starting and stopping services, performing payment agreements, as well as creating work order for the field service crews. A keen attention to detail and a patient demeanor is a must.

Essential (Primary) Duties:

- Handles customer payments via cash, check, and credit card. Must balance own cash drawer each day. Must input night box payments each morning at the start of business.
- Creation of new customer accounts and cancelation of customer accounts through work orders.
- Creation of payment agreements and working with local agencies to collect payments via vouchers.
- Assist landlord with questions and agreements.
- Assist walk-in customers, as well as, customer using the drive-up window.
- Process work orders for the Field Representative daily. Manage daily work orders and schedule meetings with customers to ensure deadlines are met.
- Assist office staff with opening, sorting, and entering of daily mail payments. Must be willing to assist office staff with other utility projects to meeting important deadlines.

Other Duties

- Primary backup to Customer Service Representative.

- Assist Business Office Supervisor with new service assessments, permits, and other general needs pertaining to the billing of customers and creation of new accounts.
- Assist with hydrant meter rental program as needed.
- Prepare new service permits, calculate assessment charges, oversee sewer and water tap office paperwork and payments, assist customers with irrigation meters.
- Assist other office staff as requested.

Skills and Experience Requirements

Must have experience working in a customer service position. Must be attentive, patient, and positive with both customers and staff.

Strong communication skills and being able to work with a wide-array of customer behaviors, as well as, with other departments within the Utilities.

Must have excellent time management skills to meet strict deadlines.

Ability to resolve customer inquiries and concerns and to “close” a conversation so the customer knows everything will be taken care of properly, is a plus.

Must be professional and maintain a presentable appearance due to the position’s public visibility.

Must be a self-starter and work with minimum supervision and be able to multi-task for a busy office atmosphere.

Must have good computer skills and experience using Microsoft Office applications. Experience working with Customer Information System (CIS) is desirable.

Work involves moderately complex, relatively standardized tasks, processes and operations following established laws and procedures. Incumbent works directly with the customer and must be able to meet their concerns, which also requires making sure they know and understand departmental policies as they relate to their questions and/or concerns.

Physical Requirements

Must be able to stand at a counter to assist customers most of the time (65%). Must be able to use a keyboard, computer and answer a telephone part of the time (35%).

Occasionally, may be asked to lift boxes or equipment of 25 lbs.

Education

Must possess a high school diploma or equivalent. Experience working in a customer service position is a plus. Experience handling cash, check, and credit card payments, as well as, balancing cash drawers is required (1-2 years).

Thorough knowledge of departmental customer-related administrative procedures and standards and the ability to apply this knowledge to meet work responsibilities, both efficiently and effectively.

Work Environment:

Job Location: Incumbent performs duties in a modern business office environment with no unusual physical demands and works closely with Utility customers, office staff and field crew members.

Safety Equipment: N/A

Licenses or Certifications

Must have a valid Indiana Driver's License and maintain it at all times. Must have good driving record, sufficient to be covered by city insurance as a driver while on duty.

Residency

Must reside in Bartholomew County or adjoining county within six (6) months of employment. This position is subject to the City's Drug and Alcohol-Free Workplace Program which includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing and follow-up testing.

Note: *This job description is intended to provide a general overview of typical general duties as well as the complexity of the work to be performed by this staff member. It is not intended as an exhaustive list of all duties, responsibilities, or specific tasks required of this person.*

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M/F/H/V