

**POSITION DESCRIPTION  
CITY OF GREENFIELD, INDIANA**

**POSITION:** CSR Float  
**DEPARTMENT:** Customer Service Department  
**WORK SCHEDULE:** 8:00 a.m. - 4:00 p.m., M-F  
**JOB CATEGORY:** COMOT (Computer, Office Machine Operation, Technician)

**DATE WRITTEN:** October 2019  
**DATE REVISED:** October 2019

**STATUS:** Full-time  
**FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill and/or ability required. The City of Greenfield provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent primarily serves as a Customer Service Representative for the Utility Departments. Occasionally, incumbent will float to other Utility Departments or Mayor's Office to provide back-up reception, phone coverage and administrative assistance or support to facilitate the smooth operation when primary assistant is out of the office.

**DUTIES:**

Answer telephone and greet visitors, determine nature of call/visit, and route to appropriate personnel and/or takes appropriate measures.

Create service orders and assist customers in initiating and/or terminating services, provide information and aid in properly completing and filing forms.

Assist with processing customer account payments through Payments & Readings and Cash Register, includes retrieving payments from the drop box and opening daily mail

Routine accounting work processing the receipt of customer payments via mail, in person and online and the posting of cash receipts utilizing utility software, invoicing and accounts receivable documentation, maintenance and reconciliation.

Work with colleagues to help plan and implement online marketing to drive community engagement.

Source and produce engaging content to ensure social media channels are up to date.

Proof read, gain approval for and post content submitted for social media posts.

Cooperatively work with other staff members to solicit content for social media posts.

Cross-train and provide back up for others in the Customer Service Department when needed.

Assist other Utility Departments as necessary answering phones and directing calls to appropriate individuals, greeting customers, and other clerical tasks.

Assist in defining most important social media Key Performance Indicators.

Stay up to date with the latest social media best practices and technologies.

Use social media marketing tools to assist Customer Service Manager with other related duties as needed.

Assist in the development, implementation and management of our social media strategy through competitive research, platform determination, benchmarking, messaging, and audience identification.

Generate, edit, publish and share daily content (original text, images, video or HTML) that builds meaningful connections and encourages community members to take action.

Set up and optimize utility pages within each platform to increase the visibility of utility's social content.

## **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

Social Media channel experience.

Must have excellent written skills and a keen eye for detail.

Must be proficient in latest software and technology.

Must have valid driver's license and use of a vehicle to ensure ability to travel.

Demonstrate initiative to independently identify needs and flexibility to help where needed.

Excellent knowledge of Facebook, Twitter, LinkedIn, Pinterest, Instagram, Google+ and other social media best practices

Thorough knowledge of policies, procedures and operations of the various utility departments, including knowledge of rate structures and billing procedures.

Ability to operate a variety of standard office equipment, including computer, calculator, fax machine, postage meter, copier, and telephone.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to effectively communicate orally and in writing with co-workers, other County/City departments and agencies, software vendors, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to prioritize and perform multiple tasks simultaneously with minimal supervision.

Ability to occasionally work extended hours, including weekends and/or evenings. Ability to travel out of town, but not overnight.

## **II. RESPONSIBILITY:**

Incumbent performs a variety of recurring duties determined by flexible customary routine, seasonal deadlines, and the service needs of the public. Incumbent occasionally makes decision in absence of specific policies and procedures, and/or guidance from supervisor. Errors in decisions or accuracy of work are readily detected through standard procedural safeguards.

## **III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other City departments or agencies, software vendors, and members of the general public for purposes of exchanging and explaining information.

Incumbent reports directly to Customer Service Manager.

## **PHYSICAL EFFORT AND WORK ENVIRONMENT**

Incumbent performs duties in a standard office environment, including sitting and walking at will, keyboarding, close vision, speaking clearly, hearing sounds/communication, lifting/carrying up to 25 pounds, crouching/kneeling. Incumbent occasionally works extended hours, including evenings and weekends, and traveling out of town, but not overnight.

## **APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Customer Service Float describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name