

CUSTOMER SERVICE REPRESENTATIVE (BILLING)

The City of Harrisburg is accepting applications for the position of Customer Service Representative (Billing) in the Department of General Government, Office of the City Treasurer. This position is responsible for clerical work involving considerable public contact. It requires knowledge of departmental rules and applicable laws. Assignments are performed in accordance with instructions and established policies and procedures. Work is performed under the general supervisor of the Assistant Deputy Treasurer and/or the Deputy Treasurer.

The successful candidate will possess a high school diploma or equivalent with six (6) courses in a business curriculum, with a minimum of two (2) courses in accounting and/or record keeping; two (2) years of experience in office work involving accounting, record keeping and direct public contact; at least one (1) to two (2) years of experience as a bank cashier and with general customer service; one (1) year collection work experience; some experience with a mail opening and scanning machine; or, any acceptable equivalent combination of training and experience which provides the required knowledge, skills and abilities. A valid Pennsylvania Driver's License, Class C or equivalent is also required.

We offer a competitive salary package (\$35,270.56 which increases to \$41,494.78 after six months) plus excellent fringe benefits.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume, three employment references and salary history, without delay, to:

City of Harrisburg, Bureau of Human Resources
The Rev. Dr. Martin Luther King, Jr. City Government Center
10 N. 2nd Street, Harrisburg, PA 17101
Phone: (717) 255-6475
Email: HR@harrisburgpa.gov **(electronic submission preferred)**

The City of Harrisburg is an Equal Opportunity Employer.
Eric Papenfuse, Mayor
www.harrisburgpa.gov/careers/

JOB TITLE**Grade 9**

Customer Service Representative (Billing) _
Department of General Government
Office of the City Treasurer

GENERAL STATEMENT OF DUTIES:

This position is responsible for clerical work involving considerable public contact. It requires knowledge of departmental rules and applicable laws. Assignments are performed in accordance with instructions and established policies and procedures. Work is performed under the general supervision of the Assistant Deputy Treasurer and/or the Deputy Treasurer.

JOB LOCATION/EQUIPMENT:

Work is performed at the Rev. Dr. Martin Luther King, Jr., City Government Center. Work involves the use of computer equipment, electronic calculator, debit/credit card machine, cash register, scanning equipment, validating machine, electronic mail opener, copier, and telephones. Duties are typically performed weekdays 8:00 a.m. to 4:30 p.m.; however, employee may be required to work evenings, weekends or holidays.

ESSENTIAL FUNCTIONS:

Work involves, but is not limited to, the following: Monitors utility accounts and posts debits and/or credits as needed. Assist customers by making adjustments as needed. Serves as receptionist to answer telephones, transfer calls, document messages, and give general information to customer/public inquiries as prescribed by office policy. Performs the duties of a Cashier when needed. Receives, opens and scans mail on a daily basis to ensure timely processing of payments from customers. Prepares and processes the drop box mail. Processes daily receipts and data from various City departments, checking for distribution to proper accounts. Types forms and performs other word processing/spread sheet tasks. Performs a wide variety of related general clerical/accounting tasks. Operates copying equipment; loads toner and paper (weighing up to 20 pounds) into copier. Operates other office machinery as necessary. Maintains regular, punctual and predictable attendance. Reports to work and remains at work in a safe and productive condition which includes not being under the influence or impaired by the use of alcohol and/or nonprescription drugs. Establishes and maintains an effective working relationship with supervisors, co-workers and the general public. Completes all assignments in an efficient, consistent and timely manner.

NON-ESSENTIAL FUNCTIONS:

Processes bills returned by the US Postal Service as "Non-Deliverable". Performs reasonably related duties in equal or lower classifications as assigned by immediate supervisor or other supervisory personnel. Performs work as directed by supervisors in accordance with Article XXIX, Job Classifications, Section I provision of the Basic Labor Agreement.

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REQUIRED KNOWLEDGE AND ABILITIES:

- Ability to operate various office equipment (i.e., calculators, Opex mail machine/scanner, data processing terminals, personal computers, personal computers, etc.).
- Ability to understand and follow oral and written instructions.
- Ability to write legibly.
- Ability to exercise independent judgment.
- Demonstration of high degree of accuracy in work.
- Comprehensive knowledge of general accounting principles.
- Comprehensive knowledge of office terminology, procedures and equipment, and of business arithmetic and principles governing cash transactions.
- Ability to maintain office clerical records and report preparation.
- Comprehensive knowledge of making varied arithmetic computations and tabulations.
- Ability to report to work and continue to work in a safe and productive condition.
- Ability to communicate effectively with general public.
- Ability to prioritize work.

QUALIFICATIONS:

High school diploma or equivalent with six (6) courses in a business curriculum, with a minimum of two (2) courses in accounting and/or record keeping; two (2) years of experience in office work involving accounting, record keeping and direct public contact; at least one (1) to two (2) years of experience as a bank cashier and with general customer service; one (1) year collection work experience; some experience with a mail opening and scanning machine; or, any acceptable equivalent combination of training and experience which provides the required knowledge, skills and abilities. A valid Pennsylvania Driver's License, Class C or equivalent is also required.