

**Hillsdale Board of Public Utilities  
Job Description**

**Job Title:** Customer Service Representative  
**Department:** Hillsdale Board of Public Utilities  
**Job Classification:** Regular Full-time

**Brief Summary of Position:**

The Customer Service Representative maintains customer accounts for the public utilities while providing excellent customer service.

**Essential Functions:**

- Receives and posts utility payments
- Balance cash receipts
- Answer phones and respond to customer questions and complaints
- Talk with customers about issues with service orders, turn on, or discontinuance
- Determine charges for service requested, collect deposits, and prepare changes of address
- Makes payment arrangements with customers for payment of delinquent accounts
- Enter data to process payroll, utility billings, or accounts payable
- Prepare monthly, quarterly, and annual reports

**Education and Experience:**

- Proven customer support experience
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize and manage time effectively
- Strong mathematical skills
- High school diploma or equivalent

**Physical demands and work environment:**

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk and hear. The employee is required to use hands. Specific vision abilities required by this job include close vision for written work and PC use.

**Equal Employment Opportunity Policy**

It is the policy of The City of Hillsdale not to discriminate against any applicant for employment, or any employee because of age, color, sex, disability, national origin, race, religion, or veteran status

Please email resumes to Laura at [lsergent@cityofhillsdale.org](mailto:lsergent@cityofhillsdale.org).