



## **CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION**

**Department:** Billing Services  
**Pay Scale:** \$41,600 to \$55,120 Annually  
**Exempt:** No  
**Reports to:** Office Manager  
**Date Revised:** 2/18/2026  
**Safety-Sensitive:** No

*This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to, attendance, getting along with others, working a full shift, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.*

**JOB SUMMARY:** To receive and process applications for new utility services and requests for disconnects and transfers. To process payments.

### **ESSENTIAL JOB FUNCTIONS:**

1. Answers phone and provide information concerning utility services and monthly billings.
2. Processes applications for new accounts and requests for disconnects or transfer of services. Accepts deposits for commercial and residential properties.
3. Sets up bank drafts on customer accounts.
4. Maintains accounts, assist with online accounts, and customer information, etc.
5. Setting up Landlord Read and Leave accounts.
6. Sets up all night light accounts. (Contracts)
7. Make sure new customers don't have outstanding debt with Benton Utilities.

8. Receive payments on accounts and enter extensions on accounts when deemed necessary.
9. Creates accounts for new construction and collects connection fees.
10. Processes mail and post batch payments.
11. Balances cash drawers daily.
12. Scan all customer documents to accounts.

**SUPERVISORY RESPONSIBILITIES:** None

<b>Budget Responsibility:</b>	<b>\$ N/A Annual dollars</b>
<b>Facilities and Equipment Responsibility:</b>	<b>\$ 150,000 – 1,000,000 Total Value</b>

**EDUCATION AND EXPERIENCE**

High school diploma or GED and twelve (12) to eighteen (18) months of related experience and/or training.

**MINIMUM QUALIFICATIONS:**

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Moderate knowledge of computer fundamentals and business software.

Skilled in use of office equipment including, copy machines, 10-key, computers, and postage machine.

Ability to work with the public in a patient and understanding manner.

Ability to communicate effectively both orally and in writing.

Ability to count money and give change accurately.

**Working Conditions: Office Environment**

**Physical Activities**

While performing the functions of this job, the employee is continuously required to talk or hear; frequently required to walk, sit, or reach with hands and arms; and occasionally required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and color vision.