



1201 N Ave H, Freeport, TX 77541 ** 979-233-3526 ** FAX 979-233-3205 ** www.freeport.tx.us

POSITION TITLE: Customer Service Clerk

DEPARTMENT: Water Department

RATE CLASS: Non-Exempt

REPORTS TO: Finance Director

SHIFT: 8AM-5PM, M-F (May be changed at the discretion of the City of Freeport)

EDUCATION: High School Diploma or GED. Some College Preferred. Must have a valid Texas driver's license.

JOB SUMMARY: This position is responsible for general business administration operations and requires the use of independent judgment, initiative, and discretion.

WATER DEPARTMENT: The position is primarily responsible for collection of payments on water bills, answering the phones, filing, and paperwork related to water collections.

SPECIAL SKILLS: Proficient use of office equipment and PCs. Excellent interpersonal communication skills as well as highly skilled writing and phone etiquette abilities are required. Must have a demonstrated ability to work well with the public and be able to maintain confidentiality. Knowledge of laws and proper court room etiquette and of warrant and court processing laws.

DUTIES & RESPONSIBILITIES:

- Coordinate daily activities meeting performance guidelines and overseeing effective operations
- Take water payments, answer phones, filing, close/balancing your register and paperwork related to water, court and permit collections
- Open new water accounts for customers
- Takes and processes deposits for Parks and Recreation Center, Golf Course, and Museum.

- Gather, compile, and analyze departmental data where required
- Prepare reports as required
- Maintain liaison with other court staff to ensure uniformity of procedures, and to minimize duplications
- Maximize processing, collection, and service of warrants
- Maintain all files and documentations in compliance with all laws, policies, and procedures
- Prepare end of day deposits
- Follow all Departmental and City policies and procedures
- Assist with special projects as needed
- Assist general public where required and address citizen inquiries and complaints where applicable

OTHER DUTIES: This job description is intended to describe the general nature of work performed by the Customer Service Clerk and is not intended to be all-inclusive. All employees are expected to perform tasks as assigned by their supervisor; furthermore, working hours may be extended in times of necessity.

PHYSICAL/MENTAL REQUIREMENTS:

- Physical: Must be able to pass a physical examination and drug screen. Maintain a valid Texas driver’s license and able to travel. Must be able to lift a minimum of 45 lbs. Must also be able to sit, stand, type, and/or write for extended periods of time.
- Mental: Must maintain the ability to work well with others as well as the general public in a variety of situations. Must Be able to multi-task, work under time constraints, problem solve, and prioritize. Must also be able to maintain confidentiality and resolve conflicts. This position requires the ability to make independent and sound judgments.

All municipal employees will be expected to show and maintain a high level of initiative, enthusiasm, and motivation towards the improvement of ALL aspects of the Freeport community. Employees will also be expected to be available for work, to report to work in a dependable and timely fashion, and to be physically and mentally fit to do their assigned work.

Employee Signature Date