



## TOWN OF BERLIN JOB DESCRIPTION

Job Title: Customer Service Representative (CSR)  
Department: Customer Service  
Reports To: Finance Director  
FLSA Status: Nonexempt  
Grade: Grade 4  
Prepared By: Human Resources Director, KJ  
Prepared Date: 01/05/2026

### OBJECTIVE:

The overall function of this position is to assist in the daily operations of customer service by maintaining a high level of customer satisfaction and accurate collection of payments for utility bills. This position represents the Mayor and Council and is responsible for assisting Berlin's residential and commercial utility customers whenever possible.

### JOB DUTIES

Specific duties and responsibilities include, but are not limited to, the following:

1. Develops and maintains relationships with Berlin's residential and commercial utility customers.
2. Receives, documents, and processes utility customer complaints.
3. Interprets and resolves customer billing questions and/or complaints or refers them to the utility billing supervisor.
4. Collects utility, tax, and miscellaneous payments from customers and posts those transactions under the appropriate accounts.
5. Handles cash, check, and electronic payment transactions, and performs daily reconciliation of the cash drawer.
6. Coordinates starting, transferring, and terminating utility services.
7. Handles and processes requests for service and meter readings.
8. Initiates or removes penalties and fees, calculates new balances, and sends final bills.
9. Processes refunds, deposits, name or address changes, and provides information to customers regarding their accounts through multiple channels.
10. Establishes, tracks, and enforces customer payment agreements, utility deposits, and budget billing.
11. Generates and administers Berlin's utility "cut-off" list, in accordance with approved state and local rules and regulations.
12. Develops and distributes utility reports as requested.
13. Performs other duties and responsibilities as assigned.

### EDUCATION AND LICENSING:

Must have a high school diploma or equivalent. Must be bondable.

Customer Service Representative

#### JOB EXPERIENCE:

A minimum of two years' experience in customer relations, customer account collections, and working with billing systems and daily cash receipt operations.

#### RESPONSIBILITY AND AUTHORITY:

The CSR is responsible for daily interactions with customers while supporting and facilitating the completion of tasks related to the utility accounts. The CSR completes a wide variety of tasks related to billing and customer service operations including, but not limited to cash handling, bank deposits, and any other needed functions. The CSR is responsible for answering incoming calls and placing outbound calls promptly and professionally; calls include addressing customer inquiries, needs, or concerns, and transferring calls to other departments. The CSR performs data entry tasks accurately and efficiently, ensuring that customer information, transactions, and interactions are properly recorded in the system. Responsible for maintaining knowledge and skills necessary to perform the work required. The position is subject to all other general personnel regulations and procedures of the Town of Berlin, including disciplinary policy and grievance procedures as outlined in the employee handbook.

#### JOB SKILLS AND QUALIFICATIONS:

Excellent communication and human relations skills, including the ability to professionally communicate with customers, coworkers, officials, vendors, and outside agencies. Great computer skills with working knowledge of Microsoft Office. Ability to develop and maintain computer spreadsheets. Strong focus on customer service, working with people, and a commitment to teamwork. Must be ethical, honest, trustworthy, respectful, supportive, and patient. Must be able to handle stressful and challenging situations in a professional manner. The CSR's role requires critical thinking skills and the ability to solve problems.

#### WORK CONDITIONS AND PHYSICAL REQUIREMENTS:

Most work is conducted inside a climate-controlled environment. Must be able to work with the public and under time-oriented conditions. The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. While performing the duties of this job, the employee is regularly required to sit, stand, walk, and kneel. The employee occasionally will lift up to 25 lbs and rarely up to 50 lbs. Minimal physical effort is required. The employee will be subject to pre-employment, random, and reasonable cause drug and/or alcohol testing. The employee will be subject to a pre-employment background screening.

#### ADMINISTRATIVE AND OPERATIONAL REPORTING:

Reports directly to the Finance Director for administrative reporting. Reports directly to the Utility Billing Supervisor for daily operational reporting.

#### RELATIONSHIPS:

Must possess human relations skills and the ability to work well with coworkers, as well as elected and appointed officials, consultants, vendors, outside agencies, and the general public.

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