



**KERRVILLE
PUBLIC
UTILITY
BOARD**

JOB DESCRIPTION

TITLE: Customer Service Representative I

DEPARTMENT: Customer Service

POSITION STATUS:

☒ Full-Time ☐ Part-Time

REPORTS TO: Supervisor of Customer Service

FLSA STATUS:

☐ Exempt ☒ Non-Exempt

Job Summary

Providing outstanding customer service is at the heart of KPUB's company culture. At KPUB, we are responsive to our customers and are committed to serving them. If you enjoy working with the public and have a passion for helping others, this may be an excellent position for you. In this role, you will provide exceptional customer support and problem resolution by telephone, email, or in-person in a timely and accurate manner.

Essential Functions

Customer Service & Account Support

- Greet and assist walk-in and drive-thru customers.
- Process routine payments and customer requests in the lobby, drive-thru, or by phone.
- Provide assistance with connects, disconnects, deposits, billing inquiries, and account maintenance.
- Resolve customer problems and inquiries in a courteous and professional manner.
- Promote KPUB programs and services including SmartHub, PrePay, budget billing, auto pay, paperless billing, and energy audits.

Cash Handling & Account Maintenance

- Accurately process cash payments and maintain customer account records.
- Perform office collections and open, balance, and close cash drawer systems in accordance with established procedures.
- Ensure accuracy in data entry and customer account transactions.

Communication & Administrative Support

- Operate the switchboard as assigned or requested.
- Maintain confidentiality of customer information and sensitive records.
- Perform other duties as assigned by the Supervisor of Customer Services or General Manager/CEO.

Reviewed By/Title: Annette Gonzales, Director of Human Resources

Approved By/Title: Allison Bueche, Director of Customer and Community Relations

Last Revised Date: June 09, 2026

Date Issued: April 20, 1995



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Required Qualifications

- High school diploma or equivalent required.
- Basic knowledge of cash handling and payment processing.
- Valid Texas driver's license with a good driving record.
- Bondable.

Preferred Qualifications

- Previous customer service experience, preferably in a utility, municipal, or similar service environment.
- Previous cash-handling or payment-processing experience.
- Experience working with customer information systems, billing systems, or similar software.
- Bilingual in English and Spanish preferred.

Knowledge, Skills, and Abilities

- Strong customer service, problem-solving, and conflict-resolution skills.
- Excellent written and verbal communication skills.
- Ability to interact with the public in a pleasant, patient, and professional manner.
- Strong attention to detail and accuracy.
- Ability to work effectively under pressure and manage frequent interruptions.
- Ability to perform clerical mathematical calculations.
- Proficient computer skills, including Microsoft Office applications and utility software systems.
- Ability to operate office equipment including computers, scanners, copiers, and multi-line telephone systems.

Essential Physical Demands

- Ability to sit for extended periods while performing computer and telephone work.
- Ability to stand and walk throughout the workday while assisting customers in the lobby and drive-thru.
- Ability to use hands and fingers for keyboarding, data entry, cash handling, and operation of office equipment.
- Ability to occasionally lift, carry, push, or pull materials weighing up to 20 pounds.
- Ability to bend, stoop, reach, and perform repetitive motions associated with office duties.
- Ability to visually review documents, computer screens, and customer account information with accuracy.

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- Ability to communicate clearly in person, by telephone, and through electronic communications.
 - Ability to perform the essential functions of the position with or without reasonable accommodation.
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Working Conditions

- Primarily works in an indoor office environment with frequent interaction with customers.
- May be required to work extended hours during billing cycles, outages, emergency events, or other operational needs.

Disclaimer

The duties and responsibilities listed in this job description are intended to describe the general nature and level of work performed and are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. KPUB provides reasonable accommodations to qualified individuals with disabilities in accordance with applicable federal and state laws.

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JOB DESCRIPTION ACKNOWLEDGEMENT

EMPLOYEE STATEMENT OF UNDERSTANDING:

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN KERRVILLE PUBLIC UTILITY BOARD (KPUB) AND THE EMPLOYEE. Nothing in this position description restricts KPUB's ability to assign, reassign or eliminate duties and responsibilities of the job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee Signature

Date

Employee Name (Please Print)

Current Job Title

This signed job description will be placed in your personnel file.

Title: Customer Service Representative I

Department: Customer Service

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