

**City of Vicksburg  
Job Description**

**Organization Name**

**Job Description**

**Job Title: Constituent Services Representative**

**Department: Water & Gas Administration**

**Reports TO: Water & Gas Administration Director**

**Prepared Date: July 27, 2023**

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**Summary** Answers inquiries, take calls from citizens, directs calls to appropriate departments.

**Essential Duties and Responsibilities include the following.**

Answer all calls from citizens

Field and return phone calls of constituents who contact the Water & Gas Admin. Office

Ensure that all calls and received, recorded, and promptly addressed

Perform work order data entry

Fax documents as required

Mail information to citizens

Respond to email request

Respond to live on-line chats with citizens

Handle calls for Administration needed

Assist calls to appropriate departments.

Maintain phones for special circumstances (flood, ice storms, etc).

Other duties may be assigned.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be a fast learner, have strong computer, organizational, and people skills. Must be able to multi-task.

Must have the ability to speak clearly and effectively over the phone, Must have great communication skills.

**Education and/or Experience**

High School Diploma or general education degree (G.E.D.) and at least 2 years of related experience and/or training.

**Language Skills**

Must have the ability to speak clearly and effectively over the phone with callers. Must have great communication skills.

**Other Qualifications**

Overtime, flexible work schedule and on call work status is not a normal requirement of this position, but may be assigned if necessary. Applicants must have a valid driver's license.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.