



PO Box 470 • 255 Sarazin Street
Shakopee, Minnesota 55379
Main 952.445-1988 • Fax 952.445-7767
www.shakopeeutilities.com

Customer Service & Billing Representative

Shakopee Public Utilities has an opportunity in the Finance Department for a Customer Service & Billing Representative. This position provides exceptional service to customers while handling billing inquiries, process payments, and resolving any related issues. This position requires strong communication skills, attention to detail, and the ability to address customer concerns efficiently and professionally. Processing account activity beginning with account setup through termination of service.

Primary Duties and Responsibilities include:

- Skilled in handling a variety of payment methods (credit cards, checks, etc.) managing adjustments and credits, overseeing cash transactions, and ensuring the smooth execution of financial processes
- Accurately post payments to accounts
- Assist in monthly billing process
- Back up to Dispatch
- Positive Customer Service skills
- Strong communication and listening skills
- Good problem-solving skills
- Ability to adapt to new situations and tasks
- 1-2 years' experience in customer service and billing is required

Pay range: \$30.00/hr to \$39.00/hr

Full Benefits apply.

For a full job description and application go to www.shakopeeutilities.com.

Submit resume and application to HR@shakopeeutilities.com or by mail to Shakopee Public Utilities, Attn: Human Resources, PO Box 470, 255 Sarazin Street, Shakopee, MN 55379-0470. **Submit resume and application by 5/7/2026.**





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**SHAKOPEE PUBLIC UTILITIES
POSITION GUIDE**

May 16, 2025

Position Title: Customer Service and Billing Representative

Department: Finance

FLSA Status: Non-Exempt

Organizational Relationship:

Reports to: Customer Service and Billing Supervisor

Supervises: None

Position Summary:

Responsible for providing exceptional service to customers while handling billing inquiries, processing payments, and resolving any related issues. This position requires strong communication skills, attention to detail, and the ability to address customer concerns efficiently and professionally. Processing account activity beginning with account setup through termination of service.

Essential Duties and Responsibilities:

- Manage customer accounts, including new service setups, transfers, and terminations.
- Ability to interpret data and identify errors
- Ability to perform accurate calculations involving addition, subtraction, multiplications, and division • Strong verbal and written skills
- Ability to multi-task while processing assigned tasks and handling customers
- Strong listening skills to understand customers' concerns
- Working knowledge and experience of Microsoft Office Suite, NISC, Outlook and Adobe Reader • Follow company policies, procedures, and compliance standards related to billing and customer data.
- Billing software familiarity and understanding billing cycles
- Maintain confidentiality
- Skilled in handling a variety of payment methods (credit cards, checks, etc). managing adjustments and credits, overseeing cash transactions, and ensuring the smooth execution of financial processes.
- Documenting customer interactions to maintain a thorough record of issues and resolutions for future references
- Knowing when and how to escalate unresolved billing issues to supervisors or higher authorities
- Ability to work autonomously or collaboratively within a team
- Backup to dispatch
- Willingness to learn new processes and adapt to changing work demands



Competencies (Knowledge/Skills/Abilities):

Analytical Skills – Ability to interpret data, and reports to identify errors and inefficiencies. High attention to detail. **Communication** – Strong communication skills. The ability to provide clear and effective verbal and written communication.

Conflict Resolution: Ability to handle disputes with diplomacy and professionalism.

Customer Service - Responsively address the needs of the customer and establish customer rapport.

Interpersonal Skills – Ability to foster positive relationships with customers and team members.

Mathematical Skills: Experience in billing processes. Ability to perform accurate calculations involving addition, subtraction, multiplication, and division.

Planning/Organizing – Strong organizational skills, ability to manage multiple priorities, and exercise sound judgement within areas of responsibility.

Problem Solving –The ability to work with others to identify and implement solutions to complex customer service and billing issues.

Teamwork – Demonstrate teamwork behaviors, such as collaboration, respect, and accountability, to set the standard for the team.

Safety – Demonstrates a commitment to safety of self and others by following company safety rules, guidelines, and procedures. Use equipment and materials properly while demonstrating good housekeeping. Report potentially unsafe conditions. Meet full requirements of 100% participation in safety training. Attend Safety and Security Committee meetings as assigned.

Computer Skills: Proficient with Microsoft Office Suite or related software. NISC system (helpful)

Qualifications (Education/Training/Experience):

Education: High School diploma

Experience: 1-2 years' experience in customer service and billing is required

Certificates and Licenses: Valid State of MN Driver's license

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and laptop computers, photocopiers, and smartphones. The noise level in the work environment is usually moderately quiet and work is done indoors. There can be extreme noise.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

The Position Guide does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Shakopee Public Utilities and the requirements of the job change.