

POSITION DESCRIPTION

CITY OF FAIRMONT

POSITION: UB/Customer Services I

DIVISION: Finance and Administration

DEPARTMENT: Finance

POSITION SUMMARY

This position administers the City's Utility Billing Program and provides customer service by answering phones and collecting payments for City services.

POSITION AUTHORITY

Work is performed under general supervision with decisions made in accordance with established laws and policies.

RELATIONSHIPS

IMMEDIATE SUPERVISOR

Director of Finance and Administration

SUPERVISES

None

EMPLOYEE CONTACTS

Employees of all departments.

OUTSIDE CONTACTS

Considerable contact with the public.

RESPONSIBILITIES

Performs customer service by answering phone calls, receiving customer payments and answering questions and complaints and/or referring the public to the proper department. Codes, enters and balances receipts daily.

Prepares meter routes for meter reading, maintains meter information, processes meter reading data, analyzes reports, prepares and mails utility bills, maintains current customer account files, assists in reconciling utility billing activity with the general ledger.

Makes all necessary arrangements for new customer connections by handling applications, recommending appropriate service, estimating costs, etc.

Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment schedules and customer follow-up account research.

Processes work orders for utility disconnections, reconnections, new orders, and other public works service requests.

Works with local, County and State agencies regarding utility consumption, payments etc.

Prepares required reports for the State.

Performs other related duties as directed.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

Minimum: High school diploma or equivalent. Some training in general office practices such as typing, accounting, and data processing.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of accounting principles and practices.

Working knowledge of computers and electronic data processing.

Working knowledge of modern office practices and procedures.

Ability to perform arithmetic computations accurately and quickly.

Ability to communicate effectively verbally and in writing.

Ability to establish successful working relationships.

Ability to work under pressure and/or frequent interruptions.

Ability to work with angry or difficult customers.

Skill in operating listed tools and equipment.

TOOLS AND EQUIPMENT USED

Personal computer; 10 key calculator, phone, base radio, FAX machine, copy machines, printers, folding machine and postage machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 quiet.

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 if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

DATE APPROVED: _____