

Utilities and Customer Service Representative

Primary Reason Why Classification Exists

To perform customer service, clerical, utilities billing, collects and processes a variety of payments for municipal billing and fees

Distinguishing Features of the Class

An employee in this class is responsible for the activities involved in the establishment and maintenance of customer utility accounts; generation and mailing of utility bills; handling customer inquiries related to issues, opening and closing of utility accounts; preparing and monitoring bank drafts; preparing and verifying a variety of electronic and manual reports and records; generates work orders; and collects a variety of funds for Town fees and services. Work is characterized by the multiple detailed procedural steps involved in the work, and the required independent knowledge of the utility billing process and computer application. Work involves public contact functions and coordination with other departments within the organizational structure. Considerable tact and courtesy are required in the public contact functions. Work is performed under general supervision of the Director of Administrative Services and is evaluated through work performance reviews, feedback, conferences, accuracy of work, documented customer service records and bills, and thoroughness of assigned responsibilities

Illustrative Examples of Work

- Accepts and processes utility payments, permits, citations, town events and privilege license
- Screens calls and inquiries, receives and greet visitors; secures and gives information; resolves public and employee requests for service or information
- Assists and takes payments from citizens utilizing the convenience of drive-up customer service window; checks night-drop box for payments delivered during non-work hours
- Processes customer requests for new services, transfers, extensions, and disconnections; prepares cut off lists; generates work orders
- Reviews utility readings and generates billing information; processes and mails statements; monitors monthly billing cycle and assures all records are submitted within established deadlines
- Determines amounts of deposit for new service; processes necessary paperwork
- Prepares letters, memoranda, and reports using word processing software
- Prepares billing statements. Import reads, analyze no reads, high reads and low reads. Manually enters consumption and estimates consumption
- Imports bills and reviews all accounts for high or incorrect billing and correct as needed; prints paper bills and prepares for mailing
- Provides courtesy calls to customers on cut-off lists; encourages payment on delinquent accounts; issues cut-off notices and contacts utility divisions about cut-off notices
- Responds to and / or contacts customers on service issues; explains policies and procedures and resolves customer problems and complaints using established procedures; refers customers to supervisory personnel if not resolved
- Issues letters of credit; establishes bank drafts and commercial accounts and performs utility credit checks
- Collects payments for a variety of purposes and departments; issues receipts; maintains records; balances cash drawer at the end of the day

- Researches incorrect bills; writes adjustment sheets
- Maintains customer files; may include Medical Alert List
- Checks efficiency of completed work orders and deposit refund eligibility
- Performs back-up duties for other positions in collections
- Fills in at various locations within the organization as needed to provide adequate customer service and coverage for various personnel
- Performs related duties as required

Knowledge, Skills, and Abilities

- Knowledge of utility billing terminology, methods, processes, procedures, and equipment
- Knowledge of standard office procedures, practices, and equipment
- Ability to understand and follow oral and written directions
- Ability to perform mathematical computations with speed and accuracy
- Ability to identify errors in billing and balance accounts
- Ability to establish rapport and communicate effectively with customers, co-workers and supervisors, and the general public
- Skill in the use of office computers, printers, and related equipment and software applications

Physical Requirements

This work is primarily sedentary requiring the exertion of up to 10 pounds of force occasionally to move objects and a negligible amount of force frequently or constantly to move objects. Work requires manual dexterity such as fingering, grasping, and repetitive motions including operating a computer keyboard. Vocal communication is required to respond to inquiries, express or exchange information. Hearing is required to perceive information at normal spoken word levels either in person or over the phone. Visual acuity is required to prepare and analyze written or computer data, operation of machines, determine the accuracy and thoroughness of work, and observe general surroundings and activities

Working Conditions

Work is performed primarily in an environmentally controlled office subject to typical office noise.

Education

Graduation from high school or GED equivalent, courses in business, accounting or similar field is desired

Experience

Two (2) to three (3) years of practical experience in customer service, billing and collections work preferred

Special Requirements

- Valid NC Driver's License required
- Proficient in the use of word processing and spreadsheet software

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the Town's official work week schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Town of White Lake reserves the right to assign or otherwise modify the duties assigned to this classification.