



CITY OF WEBSTER CITY JOB BAND DESCRIPTION

POSITION: Administrative/Customer Service Specialist

JOB – BAND CLASSIFICATION: Administrative/Office Support

Definition: Provides a variety of services to the general public related to the day-to-day operations of customer service and utility billing, including such departmental tasks as: the collection and recording of customer payments, account initiation and processing, initiation and tracking of customer service work orders, bill processing, credit and collection activities, accounts receivable duties and customer relations activities; performs related duties, as assigned.

Essential Functions:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:

Level I:

- Perform cashiering duties and maintain cash records.
- Compute and record daily receipts.
- Prepare summaries of payments received and services completed.
- Prepare daily reports.
- May Initiate, reconnect, and disconnect service orders for utility service non-payment.
- Prepare service orders for repairs.
- Generate customer notifications.
- Process new service orders and payments.
- May Process service turn-offs, liens, payment plans, and collection submissions.
- Provide a variety of information with regard to utility service activities and account information to customers and the general public.
- Provide customer service to the public both over the phone and in person.
- Maintain accurate files including account records and documents.
- Maintain confidentiality of work-related issues and City information.

- Performs clerical duties requiring simple analysis and use of individual judgment.
- Required to report to assigned worksite as scheduled.
- Performs other duties as assigned.

Level II:

- Performs all Level I function.
- Performs clerical duties of greater difficulty involving analysis and individual judgment.
- Performs accounting tasks of intermediate difficulty, which may include non-repetitive clerical accounting transactions.
- Work is characterized by established procedures and standing instructions, with close supervision.
- Prepare bank deposits.
- Assist and develop payment plans and extensions for customers with delinquent accounts; verify and approve customer account adjustments.
- Meet with customers to respond to and resolve customer complaints and conflicts; use patience and courtesy in dealing with the public.
- Verify data from a wide variety of source documents.
- Compile documentation for non-sufficient fund processing.

Level III:

- Performs all Level I-II functions.
- Performs clerical duties requiring independent analysis and judgment in processing non-routine inquiries, requests and information.
- Prepares relatively complex financial repetitive/non-repetitive reports.
- Work is characterized by diversified procedures and precedents, with general instructions.
- Assist customers in resolving difficult account-related inquiries.
- Processes billing and maintains accounts receivable for the city.
- Research and review accounts for accuracy; prepare reports and process orders to discontinue water utility service; compile customer information for vacancies; verify the status of meters; research property ownership.

Level IV:

- Performs all Level I-III functions.
- Back-up to the Billing Specialist for utility billing functions.
- Processes complex documents to assure completeness and accuracy, where considerable procedural knowledge is required.
- Compiles special reports from available records and research.
- May train new employees.
- Work is characterized by complexity and variety, with substantially diversified procedures and specialized standards, and minimal supervision.
- Assist in the interpretation and implementation of City resolutions, ordinances, department policies, goals strategies, and programs.

- Trains staff as needed.
- Assist with review, preparation and maintenance of departmental procedures.

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as a part of their role with the City.

Supervision Exercised:

None

Required Competencies:

Includes, but is not limited to, the following:

Levels I & II

- Knowledge of procedures, methods, and practices of utility billing and customer account record keeping.
- Knowledge of procedures, policies, rules, and practices of billing.
- Knowledge of utility billing software.
- Knowledge of data processing methods and basic software programs.
- Knowledge of general policies, rules, procedures, and regulations involved in the establishment of customer accounts, customer billing, and account collections.
- Knowledge of modern office practices, procedures, and equipment.
- Ability to work as a team member providing support to all city departments. Establish and maintain effective working relationships with fellow employees, supervisors, directors and the general public.
- Ability to providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Ability to thoroughly carry out oral and written instructions.
- Ability to use good judgment when dealing with customer accounts.
- Ability to maintain records, gather data, and prepare accurate reports.
- Ability to meet Meeting with members of the public under normal and adverse conditions.
- Ability to examine source documents and printouts and identifying errors and discrepancies.
- Ability to make calculations quickly and accurately.
- Ability to make calculations quickly and accurately.

Level III: Above, plus;

- Knowledge of principles, practices, procedures, accounts receivable.
- Ability to maintain accounts receivable records and to prepare reports for supporting data.
- Ability to plan and manage time effectively to meet accounts receivable processing timelines.

Level IV: Above, plus;

- Knowledge of principles, practices, procedures, utility billing.
- Ability to maintain utility records and to prepare reports for supporting data.
- Ability to plan and manage time effectively to meet billing processing timelines.
- Knowledge of principles, practices, procedures, accounts receivable. Will act as back-up.

Education, Experience and Technical Skills Required:

High school diploma or equivalent. Basic or specialized computer, general clerical and office skills gained through some prior office experience or business school. Two years' experience in utility customer service-related industry with clerical duties involving public contact a plus. Specialized knowledge may be required for certain positions.

Level III & IV: Requires significant seasoning in office routines, policies, and procedures (3 or more years). Levels represents an advanced level of knowledge in department practices and procedures. Requires minimal supervision and has the ability to manage work and resolve issues that may arise for levels I-II.

Physical and Environmental Requirements:

Ability to sit for extended periods of time. Strength to push, pull, or lift up to 50 lbs. Eyesight sufficient to distinguish colors. Hearing sufficient to hear verbal and phone conversations. Reading and writing skills sufficient to complete essential functions of position. Ability to work alone as well as in a group.

FLSA/Wage Hour Status: Non-Exempt