

UTILITY BILLING/CUSTOMER SERVICE REPRESENTATIVE

General Statement of Duties

Performs technical and responsible administrative, accounting-related and customer service work for the Town's billing; as well as performs responsible clerical and fiscal work in support of the customer service, collections, and administrative support functions of the Town.

Distinguishing Features of the Class

An employee in this class manages the Town's utility billing and provides customer service, collections, cash management, administrative and fiscal support, and clerical assistance for utility accounts.

Work involves greeting guests and answering the telephone for Town Hall; providing information on service inquiries, requests for services, and problem matters with water, sewer, trash collection, and public services; collecting funds and payments in person, by mail, and online for utility accounts; balancing the cash drawer daily; establishing and terminating customer accounts; ensuring the accuracy of all billings; verifying payments; scheduling meter readings and re-readings; researching and providing information on customer bill and accounts; making adjustments if warranted; and assuring feedback is given in a timely and professional manner. The work also includes maintaining a variety of tangible and digital files, as well as preparing and verifying a variety of reports and records.

Duties require multiple detailed procedural steps and knowledge of the utility billing process and computer applications. Work involves heavy public contact functions and coordination with contractors and other staff within the Town's organizational structure. Significant tact and courtesy are essential during extensive customer contact by telephone and in person to resolve complaints and deescalate frustrated customers.

Duties and Responsibilities

Essential Duties and Tasks

Provides customer service in Town Hall; assists customers by phone, in person, and by email; answers questions about service issues, due dates, utility accounts, billing and balances, payments, etc.; provides information on Town services; explains policies and procedures; refers more difficult situations to higher levels for resolution.

Coordinates the activities of the office with meter reading personnel; manually enter meter readings into the billing system; schedules service to customers.

Prints and reviews edit list after initial meter readings are entered; identifies potential misreads and other issues requiring correction; determines which meters require rereading based on identified discrepancies; makes adjustments based on rereads; estimates bills if accurate readings cannot be obtained.

Establishes new customer accounts; ensure proper initial readings are entered to activate account; verify changes of service; request final meter readings and process final billing of previous customers.

Prepares and processes monthly bills for printing; mails bills; assesses delinquent penalties in accordance with billing policies and account status; runs service cut-off reports to

identify accounts eligible for disconnection for non-payment; and processes payment extensions and prepares accounts for write-off when necessary.

Distributes and updates cash collections and adjustments; processes credits; calculates refunds and/or applies to final bill for customers closing accounts.

Monitors the billing cycle and assures that all records are submitted on a timely basis in order to meet established deadlines; runs daily batch and monthly close out reports to update files.

Creates and processes work order requests for service; schedules repairs with field repair staff and/or dispatches urgent service requests to field.

Maintains a variety of electronic and tangible records and files; prepares a variety of batch and monthly reports; distributes cash collections and adjustments.

Monitors and maintains appropriate inventory levels of water and sewer service equipment, meters, parts, etc.

Maintains customer accounts; updates customer information such as name changes, addresses, and other identifying information; terminates accounts.

Collects and processes payments from utility customers and other citizens; receives payments in cash, by check, credit card, or via phone for online payments; enters computerized data on utility accounts; provides receipts for payments received; posts payments to the appropriate accounts.

Receives requests for a variety of Town services; completes service work orders; notifies contractors of work orders and/or service requests; and monitors progress and reports back to customers.

Balances cash drawer daily; reconciles daily cash receipts with data entry by revenue account; prepares bank deposit; prepares various logs and reports as needed.

Daily mail collection from the Town's Post Office box and transport the daily bank deposit to the bank.

Manages a variety of customer problems and complaints while following established procedures for handling and resolving.

Prepares and maintains a variety of paper and electronic files including invoices, service orders, cut-off lists, reservations, and related records and files.

Additional Job Duties

Administers and maintains public notifications on various platforms; including, but not limited to, Facebook and CodeRed.

Cross trains with and backs up website administration.

Performs other duties as required.

Recruitment and Selection

Knowledge, Skills, and Abilities

Thorough knowledge of the Town's policies and procedures of billing cycles, customer service, and handling of customer issues and concerns.

Considerable knowledge of modern office procedures.

Considerable knowledge of the utility billing process, the utility software application, and ability to operate the hardware and software to produce accurate and timely bills, account information, reports, and statements.

Skill in the use of information technology equipment and associated software products such as work processing, spreadsheets, GIS, databases, etc. to compile records and generate reports.

Working knowledge of statutes and regulations related to utility billing.

Working knowledge of water meter reading operations.

Working knowledge of basic accounting principles and practices.

Ability to handle cash and process financial transactions and records accurately.

Ability to explain rules and regulations concerning applications and charges for utilities and Town services.

Ability to create and maintain accurate records, reports, and files in support of a utility billing and customer service operation.

Ability to process and complete necessary records, reports, and other paperwork to provide quick and efficient customer service.

Ability to operate a calculator, computer, and related office equipment at the required level of speed and accuracy.

Ability to communicate effectively in oral and written forms.

Ability to deal effectively with the public in a tactful, firm, and effective manner while conducting the Town's business and maintain control in sensitive and difficult situations.

Ability to establish and maintain effective working relationships with supervisors, coworkers, public officials, customers, and the general public.

Attention to detail and ability to multitask and work with high volume activities.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, lifting, reaching, standing, walking, pushing, pulling, grasping, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work, exerting up to ten (10) pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to work with data and figures, count and inspect money, perform accounting tasks, operate a computer terminal and calculator, do extensive reading, and make visual inspections.

Must possess a valid NC Drivers License and reliable transportation.

Desirable Education and Experience

Graduation from high school and experience in accounting, clerical, billing operations involving multiple steps, or customer service work, preferably in a public organization; or an equivalent combination of education and experience. Preference given for an associate's degree in a related field.

Pay Classification

Hiring Salary \$46,000 - \$55,000, commensurate with qualifications.