

## **UTILITY ACCOUNTS REPRESENTATIVE**

### **MAJOR FUNCTION**

This is an entry level technical position whose function is to provide customer service to members of the general public in matters related to applications for water service, responding to customer utility billing questions and complaints, and processing utility payments.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Answers phones and requests for service.
- Receives and processes service applications.
- Receives fees for monthly bills. Balances cash drawer.
- Responds to customer questions and complaints in coordination with supervisor.
- Performs data entry related to payments received and customer account maintenance, including opening, closing, and transferring accounts.
- Processes additional charges related to service connections.
- Generates and issues work orders for service connections and customer inquiries.
- Processes monthly non-payment disconnections and reconnections.
- Maintains customer accounts and files on a daily basis.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY FUNCTIONS**

- Performs other duties as assigned.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, and by telephone contact.

### **SUPERVISION**

This position has no supervisory responsibility.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

## UTILITY ACCOUNTS REPRESENTATIVE

### **Education and Experience**

High school diploma or general education degree (GED); and six months to one year experience in customer service; with demonstrated general office and computer skills; and cash drawer and cash balancing experience; or equivalent combination of education and experience.

### **Licenses**

Valid Florida Driver License.

## **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

### **Language Skills**

- Ability to read, analyze, and interpret financial reports.
- Ability to respond to common inquiries or complaints from customers or members of the business community.

### **Mathematical Skills**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent.
- Ability to calculate discounts, interest, proportions and percentages.

### **Problem Solving Ability**

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Requires some judgment in selection of procedures, methods, or tools, equipment to own work to accomplish tasks.

### **Specialized Skills and Abilities**

- Knowledge of business English and spelling.
- Ability to enter and retrieve information on the computer.
- Ability to communicate tactfully and courteously with members of the public.
- Knowledge of office practices and procedures.
- Ability to cross train for other tasks.

## UTILITY ACCOUNTS REPRESENTATIVE

- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee will frequently be required to stand, walk, sit, use hands to finger, handle or feel, talk or hear, and will occasionally be asked to lift up to 25 pounds. Vision requirements are close, distance, color, and peripheral 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. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts and airborne diseases and illnesses in working with the public. The typical noise level is moderate.

Established: 10/99

Pay grade: 5

Job Description Number: 6015

Category: 6

Status: NE

Revised: 6/2003