

## **UTILITY ACCOUNTS SPECIALIST**

### **MAJOR FUNCTION**

This is a highly knowledgeable 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, processing utility payments, and assisting supervisor. Work involves expert knowledge of the County's utility operations to promptly and effectively respond to and resolve concerns of utility customers.

### **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.

- Prepares handheld meter reading units for meter reading. Reviews and audits meter reading reports.
- Generates work orders based on review of reports and in response to complaints.
- Closes monthly billing cycle, prints bills, prepares mailing of bills.
- Balances daily deposits using spreadsheets. Prepares monthly financial reports for billing purposes.
- Processes monthly customer billing, delinquent letters for collections of outstanding balances. Processes customer applications for automatic bank drafts.
- Applies Fire Protection charges to commercial accounts annually.
- Processes monthly nonpayment service disconnections and reconnections.
- Generates work orders for service line location requests and sewer inspections from utility contractors.
- Receives and processes residential and commercial service applications and new meter installations.
- Performs data entry related to payments received and customer accounts, including opening, closing, and transferring accounts; performing adjustments and address changes; and issuing work orders.
- Responds to customer questions and complaints in person, in writing, or by telephone.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY DUTIES**

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- 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, AND CERTIFICATIONS**

#### **Education and Experience**

High school diploma or general education degree (GED); and two years experience in accounts receivable; general office and computer skills; billing; data entry of new accounts and payments; cash drawer and cash balancing; problem solving and customer complaints; or an 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 percentages and to draw and interpret bar graphs.
- Ability to figure discounts, interest, proportions and percentages.
- Ability to interpret complex and detailed financial data. Study manual work process to

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determine most effective methods for essential tasks.

### **Problem Solving Abilities**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records, procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or material.

### **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.
- 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, folding and postage 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.

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### 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: 8

Job Description Number: 6013

Category: 6

Status: NE

Revised: 6/2003