

TOWN OF PINETOPS

JOB DESCRIPTION

<u>JOB TITLE:</u>	Utility Billing Clerk and Customer Service Representative
<u>DEPARTMENT:</u>	Administration
<u>REPORTS TO:</u>	Finance Officer
<u>FLSA STATUS:</u>	Non-Exempt
<u>COMPENSATION:</u>	Market competitive and based on qualifications

General Purpose/Description of Job:

This position is responsible for utility billing and collections and other technical, clerical, and related responsibilities to support the Utilities department working in the Town Office. In addition, the position serves as the primary front-line person to greet and assist residents/customers that come into the Town Office for all services (not just utilities), information, and guidance, and also perform various office, secretarial, and clerical tasks. The requirements include, among other things, solid skills in customer service, with computer and other standard office equipment, as well as an attention to detail, accuracy, and follow-through. Work requires flexibility, the ability to take instructions/directions, yet the ability to work independently, exercise of discretion, proactivity, and ability to perform work within the framework of established policies.

Essential Duties, Role and Responsibilities:

(Not complete list; the intent is to serve as a well-rounded description of the primary and types of obligations the position entails.)

Greets customers at the counter in Town Hall and assists them with all their needs and/or assess their needs/concerns and directs them to the appropriate source if need be.

Collects and processes payments from customers over the counter, through the mail, and via other collection means for fees, taxes, utility payments, and a variety of other Town services.

Works closely with the public Works/Utility Department, Crew, and Director, notifying them of work orders, issues, concerns for all utilities including water, sewer, electric, trash collections, streets/roads, and other services.

Oversees and conducts the entire utility billing process every month, receiving meter readings, entering/encoding the data into the system, and generating and mailing the bills.

Makes courtesy phone calls to customers for abnormal meter readings, payment issues, and other concerns.

Maintains customer accounts, establish new customer accounts, closing out accounts, and the like.

Attempts collection of delinquent accounts and setting up payment arrangements where appropriate and keeping updated on compliance of such.

Prepares work orders for service connections, disconnects, and meter problems, other issues.

Communicate much with citizens and other Town employee and elected officials regularly regarding utility and other Town services and issues, resolving complaints/concerns, explaining matters, and the like.

Perform a variety of business office and clerical duties such as creating spreadsheets, typing letters, creating databases and lists, doing research, and related.

Assures of the following of all policies and brings any systemic issues, concerns, and suggestion to the attention of superiors.

Works closely as team player with the Town Clerk and Finance Officer, recognizing that their work are closely related in many respects and must be coordinated to achieve efficient and effective service for the citizens and overall functioning of Town Government.

Serves as backup and redundancy to be able to run all essential office processes during co-worker absences and/or when needed, to include processing payroll and payables and other essential functions of the Town.

Performs a variety of related tasks, duties, and roles as assigned/apparent.

Essential Knowledge, Skills, and Abilities

(Illustrative of the primary duties. Not necessarily complete list)

Knowledge, skills, and ability to perform all essential duties listed above in Essential Duties, Roles, and Responsibilities section.

Thorough knowledge, and/or ability to acquire, of municipal government operations, policies, ordinances, and state and other laws and regulations, especially those related to job duties.

Knowledge of standard bookkeeping and accounting principles and techniques.

Knowledge of basic business office operations, practices, procedures, and equipment.

Solid working knowledge of standard English grammar to effectively communicate both in writing and verbally, and to read and interpret all forms of communications.

Solid working knowledge of basic math/arithmetic to at least the High School level.

Ability to obtain any certifications/licenses required for duties.

Solid knowledge of computers and common software applications including the Microsoft Suite (especially Word and Excel for word processing and spreadsheet applications), and ability to learn specialized municipal applications for utility billing and other payment and related transactions.

Excellent attention to detail and accuracy of work.

Working knowledge of websites, hand-held electronic devices including smartphones, and popular apps.

Excellent interpersonal and communication skills for dealing with the public, co-workers, elected officials, and others.

Ability to deal with complaints and upset individuals, while remaining in a positive attitude and responding in a professional/business-like yet caring/understanding fashion.

Ability to maintain accurate records, and accurately enter data into the computer.

Ability to establish and maintain effective working relationships with other employees, governmental officials, the general public, and others.

Ability to work independently without close supervision AND, alternatively, to work closely with others or in group settings, and to take and understand instructions.

Desirable Education and Experience:

At least a high school diploma/GED. At least three successful years' experience in customer services/working in the public, office, computer, and secretarial skills. Or any combination of education/training and experience deemed necessary and sufficient to successfully fulfill position requirements.