

CITY OF CHEHALIS POSITION DESCRIPTION

Class Title: **Utility Customer Service Representative I**
Department: **Public Works**

FLSA Status: Non-exempt
Union Status: Represented
Updated: November 2015

*Position descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Descriptions are **not** intended to reflect all duties performed within the job.*

NATURE OF POSITION:

Performs routine clerical, administrative and data processing work in the billing and collection of water, sewer and storm drain utility charges. Interacts regularly with the general public both in person and by phone.

SUPERVISION RECEIVED:

This position works under the general supervision of and reports to the Public Works Office Manager. May receive instruction, guidance, training and general direction from Utility Customer Service Representative II or other staff as assigned or required.

SUPERVISION EXERCISED:

Generally none. May train or provide direction to other staff, including temporary employees, as assigned or required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here.

Responsible for maintaining utility account records and verifying their accuracy. Requires ability to work under pressure and with frequent interruptions.

Obtains and maintains proficiency in city's utility billing system.

Sets up and processes new accounts into computer.

Processes final bills and corresponding reports. Pursues collection of final bills.

Interacts with customers in person or by phone to resolve issues related to utility billings or services and responds to complaints. Refers more complex or technical issues to the Utility Customer Service Representative II and/or Public Works Office Manager. Customers may, on occasion, be upset and confrontational.

Responds to the public in a courteous, respectful manner.

Balances previous day's receipts and posts cash receipts.

Responsible for accurately receipting utility payments into billing system and till. Balances daily receipts and monies to billing system at days end.

Prepares daily monies for deposit and posts cash receipts.

Responsible for the maintenance of confidential material as it pertains to utility billing accounts and customer payments. Works confidentially and with discretion.

Processes work orders for utility disconnections, re-connections and other utility services requests.

Acts as back up to Utility Customer Service Representative II to add late fees to delinquent accounts, prepare delinquent account reminder letters and disconnect lists for delinquent accounts.

Reviews residential meter reading reports for accuracy and directs rereading of meters where there appears to be an inconsistency between the readings for present and previous months (i.e., dead meters, leaks, etc.).

Acts as back up to Utility Customer Service Representative II to compute charges due (including water, sewer, and storm drain), print and mail utility bills.

Acts as back up to Utility Customer Service Representative II to review bill for accuracy and re-calculate any discovered billing errors. Processes billing adjustments as needed.

Uses push-to-talk phones, base radio, and other forms of communication to contact utility crews with meter locations and other information.

Produces various reports as directed.

Processes and distributes Public Works mail.

Serves as a notary public.

OTHER DUTIES:

Maintains regular, reliable and punctual attendance.

Responsible for greeting, providing service to and/or directing walk in customers and answering, providing service and/or referring incoming telephone calls.

Follows directions and implements or carries out written and/or oral instructions and assigned duties.

Effectively communicates orally and in writing using the English language.

Occasionally travels within the City. Infrequently travels out of town.

Attends conferences, seminars and training sessions as directed.

Follows all applicable safety rules and procedures.

And such other related tasks, duties and responsibilities as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

Graduation from an accredited high school or GED equivalent.

Minimum of two (2) years of related administrative, customer service, clerical, cash handling or receptionist experience.

In place of the above requirements, any combination of education and experience that provides the applicant with the required knowledge, skills and abilities to perform the job may be considered as qualifying.

Licenses, Certifications and Other Requirements:

Must be 18 years or older at time of employment.

Must possess a valid Washington State Drivers License with good driving record. Out of state applicants must possess valid license for state of residence and must obtain valid Washington State Drivers License within 30 days of appointment. Finalists for this position will be required to provide a Driving Record Abstract for review by the City Of Chehalis.

Certified as a Public Notary in the State of Washington.

Must successfully satisfy a background investigation.

Must be bondable.

Working Knowledge Of:

Computers and electronic data processing, including Microsoft Office Suite.

Office practices and procedures.

Skilled In:

Operating listed tools and/or equipment.

Accurate typing skills with a required minimum of 30 wpm.

Ability To:

Deal tactfully and courteously with the general public and maintain composure in difficult and/or stressful situations with frequent interruptions and maintain a non-judgmental attitude towards others.

Read, comprehend and write the English language and to effectively communicate detailed and technical information and recommendations both verbally and in writing, and to understand, follow and transmit written and oral instructions.

Establish good and effective working relationships with representatives from other departments, agencies, and citizens.

Perform basic arithmetic computations and data entry functions accurately.

Work confidentially and with discretion.

Perform the physical demands and essential duties and responsibilities described.

Desired Skills and Abilities (not required):

Prior experience receipting utility or other payments.

MACHINES, TOOLS AND EQUIPMENT USED IN PERFORMING ESSENTIAL JOB FUNCTIONS:

The machines, tools and equipment described here are representative of, but not limited to, those that may be used by an employee to successfully perform the essential functions of the job.

Personal computer, central billing system terminal, 10-key calculator, telephone, cash register, typewriter, base radio, fax and copy machines, postage machine, mail stuffer and sorter, automated meter reading system.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is regularly required to: Sit or stand in a stationary position for an unspecified duration, perform repetitive movements/motion in job-related tasks, move around in a typical office and shop setting, operate under their own power typical office equipment and supplies, climb ladders and stairs, stoop, bend, kneel, crouch or crawl as necessary for various job-related tasks, communicate verbally with others.

Requires normal ability to read and visually process information - specific vision abilities include close, distance, color and peripheral vision, depth perception, and the ability to adjust focus.

The employee must regularly perform Medium Work – lifting and/or exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed almost exclusively at the Public Works Department in an office and shop environment but may occasionally take place at other facilities and locations. The noise level is generally that expected in a typical office/shop environment. The employee is routinely exposed to household cleaning supplies and/or basic office supplies (e.g., copy machine toner), loud noises, vibrations, electrical, chemical, and mechanical hazards, extremes in temperature, and potentially caustic chemicals and gases.

The duties and responsibilities listed above are intended to be illustrative only of the type of work performed. The omission of other specific duties does not exclude them from the requirements of the position if they are similar, related or logical assignments to the position.

The position description does not constitute an employment agreement between the City and the employee and is subject to change by the City as its needs and the requirements of the job change.
