

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 Public Works-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. The position also perform a variety of business office, secretarial, Clerk, and clerical tasks.

Essential Duties, Role and Responsibilities:

(Includes, but not limited to, the following)

Greets customers at the counter in Town Hall and assists them with all their needs.

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, and concerns for all areas 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 matters.

Assures that all utility accounts are kept up to date, establishing new accounts, closing out old ones, and performing other ongoing maintenance.

Works closely with customers in the collection of delinquent accounts, setting up payment arrangements where appropriate, tracking payment status, and following up.

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

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

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

Assures adherence to all laws and policies and brings any systemic issues, concerns, and/or suggestions to the attention of superiors.

Works as a valued team player with the Town Clerk and Finance Officer, recognizing that their responsibilities are closely related and must be closely coordinated to achieve efficient and effective services for the citizens and overall functioning of Town Government.

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

Performs a variety of related tasks, duties, and roles as assigned or may become apparent.

Essential Knowledge, Skills, and Abilities

(Includes, but not limited to the following)

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 interacting 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 manner.

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, as well as work closely with others in a group/team setting.

Ability to acquire other KSAs that may become pertinent and/or assigned.

Desirable Education and Experience:

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