

Position: Utility Customer Service Representative	AFSCME Union
Department/Site: Finance – Utility Billing	FLSA: Non-exempt
Evaluated by: Finance Director	Salary Grade: 25

**Summary**

Serves a regularly scheduled system of routes for reading billable utility meters. Sets up new, and repairs existing meters, verifying accuracy of reading. Processes, and reviews, customer accounts receivable for utilities and other services provided by the City. Receives, verifies, and enters accounting transactions including adjustments to customer accounts. Works with customers on the phone, in-person, and on private property to solve service and billing problems.

**Distinguishing Career Features**

The Field Service Representative is a specialized position within customer accounting, which combines meter reading, field service with customers, and accounts receivable processing. Advancement to this position is possible from Customer Accounting Clerk with a demonstrated ability to perform the full range meter and field customer service.

**Essential Duties and Responsibilities**

- Perform in-the-field customer service activities, including conducting special meter reading tasks (move in readings, move out readings, re-check readings, etc.), water billing problem solving, in-the-field review of unusual readings, and trimming landscaping away from meters and meter boxes.
- Troubleshoots service leaks, customer flow and pressure problems. Repairs simple leaks. Prepares work orders for other repairs as needed. Calibrates meters. Digs out dirt and debris from inside the meter box.
- Performs delinquent account processing related activities, including the distribution of “urgent notices” (final notification prior to shut-off for non-payment), and the shut-off and turn-on tasks associated with past due accounts. This often includes attempts to collect past due accounts, meter locating, and meter lock and/or removal if required.
- Processes customer account data and payments and performs calculations related to bills, collections, and adjustments. Posts customer transactions to accounts, assigns codes, and reconciles data. Assists with opening and closing of customer accounts.
- Receives and receipts customer payments. Maintains security of cash, checks and money orders.
- Answers customer inquiries and complaints by telephone, mail and in-person, and on-site, regarding policies and procedures related to bills, rates, charges, and payments.
- Explains procedures to customers. Provides interpretation of procedures, codes, laws, ordinances and regulations according to established parameters.

- Researches, reviews, and analyzes customer account information to resolve issues and problems. Works with the customer to determine alternative actions or settlements. Sets up and monitors partial payment plans.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

Requires a basic knowledge of the practices and terminology of bookkeeping and accounting data entry practices, accounting office clerical procedures and methods for maintaining source documentation files. Requires basic knowledge of water distribution systems, working characteristics of water meters, how to install small meters, calibrate and repair leaks Requires knowledge of cashiering, including knowledge of individual account cash control, receipt, disbursement, and allocations of funds. Requires a basic knowledge of financial transaction policies and procedures governing cash receipts, adjustments, and disbursements. Requires sufficient writing skills to prepare basic business correspondence and account footnotes. Requires sufficient math skills to compute sums, quotients, products, ratios, percents, and portions. Requires sufficient human relation skills to convey procedural information to others and to deal effectively and positively with customers who may be angry, on financial transactions.

### **▪ Abilities**

Requires the ability to accurately read water meters and distinguish between different meter flow units. Requires the ability to maintain a complete set of records and reports consistent with defined requirements. Must be able to interact with a wide range of contacts with courtesy and patience. Requires the ability to maintain the confidentiality of customer records and information. Must be able to perform all of the clerical and record keeping duties of the position including operation of computer software programs designed for customer accounting. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services. Requires the ability to work productively with difficult customers.

### **▪ Physical Abilities**

Requires the ability to stand for extended periods of time, walk up to 400 yards, and manipulate (lift, carry, move) light to medium weights of up to 50 pounds on an intermittent basis. Requires the ability to climb (e.g. ladders), stoop, kneel, and crouch on a regular basis. Requires sufficient hand-eye coordination, hand and finger dexterity including ability to grasp, and visual acuity to operate hand tools, meters, and read technical information. Requires auditory ability to hear voice, equipment sounds and alarms. Requires near and far visual acuity to read printed materials, moving objects, and observe work-in-progress. Requires speaking ability to carry on ordinary conversations. Requires the ability to work in variable temperature conditions.

### **▪ Education and Experience**

The position typical requires a high school diploma with coursework in bookkeeping or accounting and computer-aided applications, plus two years of experience in a cashier, accounts receivable, or utility maintenance function in a service-oriented industry. Additional education may substitute for some experience.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed indoors or outdoors where minimal safety considerations exist.

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*