

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

UTILITIES BILLING ACCOUNT SPECIALIST I / II / III / IV

Department: Utilities
Pay Grade: 106 / 107 / 108 / 109
FLSA Status: Non-Exempt
Job Class: 6056
Risk Code: 8810

JOB SUMMARY

Responsible for performing customer service to the members of the general public in matters related to applications for water and/or wastewater service, responding to customer utility billing inquiries and complaints, and processing of utility payments. This position also initiates discontinuance of services, coordinates account collections, initiates and reviews monthly meter readings, and performs permit reviews, service availability, and collection of capacity charges.

ESSENTIAL JOB FUNCTIONS

- Works efficiently and tactfully in a demanding, high-stress environment as the primary contact for customers to answer, research, inform, advise, process, and follow-up all customer requests efficiently and expeditiously as received by phone, mail, internet, or in person.
- Answers phones and responds to inquiries for new service, discontinuance of service, billing, and leaks, etc.
- Receives and processes applications for service, reviews for appropriate documentation, confirms ownership and/or valid lease requirements, and makes deposit determination and connection fees.
- Accurately processes utility payments, deposits, collection payments. Reconciles daily receipts and cash drawer.
- Processes fees and payments for non-payment disconnections and reconnections.
- Generates and issues work orders related to service connections, disconnections, customer inquiries, line locates, and meter readings.
- Maintains customer accounts records and files on a daily basis.
- Invoices and collects new construction capacity charges and related fees.
- Sets up parcels and customer accounts in customer information system, completes right-of-way use permit applications, and generate work orders for fieldwork, including meter installation, service taps, locates, etc.
- Accurately interprets utility maps to determine service availability and/or connection distance requirements.

- Provides accurate information associated with utility service availability and/or connection distance information to the public.
- Performs duties related to the collection and review of monthly meter reading for account billing.
- Reviews overdue accounts and prepares correspondence related to collections.
- Reviews overdue accounts and prepares for submittal to collection agency. Communicates with collection agency updates of adjustments, payments, etc.
- Commits to provide respectable and efficient customer service to our citizens with integrity and accountability on a daily basis.
- May review all utility-related building permits for new construction, renovations, and electric reconnects to determine if within MCU service area, communicate connection fees, and/or determine whether additional capacity charges are required.
- Review utility maps for service availability and line extension agreements; develop share costs for invoicing of capacity charges and other related fees.
- Provides 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 or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibility. May incur supervisory responsibilities as employee obtains higher occupation classifications.

QUALIFICATIONS

| | Specialist I | Specialist II | Specialist III | Specialist IV |
|--|---|---|--|--|
| Education | HS Diploma/GED | HS Diploma/GED | HS Diploma/GED | HS Diploma/GED |
| Training/Proficiencies demonstrated by a score of 95% or higher on assessment(s) | <ul style="list-style-type: none"> • Payment Posting & Cash Drawer experience • Demonstrated general office and computer skills, • Proper telephone and email etiquette • effective handling of customer billing complaints, • customer account maintenance • Utility experience preferred. | <ul style="list-style-type: none"> • Successful completion of training requirements for Rep II or similar • Navigation of Billing system and related software • Service Routes/Locations • Setting up and closing out customer accounts with the appropriate documentation • Cut Off and Reconnect Process • Issue Work Orders • Process Return Mail • County recommended Customer Service Training | <ul style="list-style-type: none"> • Successful completion of training requirements for Rep III • Collection Process and Lien Search Requests, and/or Service Availability and Connection Determination • Process New Meter Service Requests and ROW Permit Applications • Meter Reading • Upload/Download; Reading • Exception Review • High Usage Report and IVR Notification • Interpret Datalog Reports, • Ability to interpret Ordinances and Resolutions. • Act as lead worker | <ul style="list-style-type: none"> • Successful completion of Rep IV training requirements • Maintain ERC Database • Tracking & Developer Refunds • Ability to Interpret Developer Agreements • Developer Capacity Charge and Meter Invoicing. • Permit Reviews and Renovation.ERC Requirements • May Generate Cut Off for Non- Payment • May Generate monthly billing in Absence of Supervisor • Assist with supervisory duties • Act as lead worker • Basic Excel Knowledge |
| Minimum Experience | 1 year | 1.5 year | 2 years | 3 years |
| Pay Grade | 106 | 107 | 108 | 109 |

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to respond to common inquires or complaints from customers, regulatory agencies, or members of the business community.

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to calculate figures and amounts such as discounts, interest, and percentages.
- Ability to interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form from supervisor or lead person.
- Ability to define problems, collect data, establish facts, draw valid conclusions, and make recommendations both orally and in writing.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Knowledge of computers and other office equipment, e-mail, and internet usage.
- Ability to work efficiently and accurately in an atmosphere of frequent interruption and multi-task in a fact paced environment.
- Ability to maintain composure and remain calm in stressful situations.
- Skills in organization and task prioritization.
- 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.

PHYSICAL DEMANDS

The work is sedentary work which may requires exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force to lift, carry, push, pull or otherwise move objects. While performing the duties of this job, the employee will occasionally be required to use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, or crouch; will frequently be required to stand, walk, talk and hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*