

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 CUSTOMER SERVICE COORDINATOR

Department: Utilities
Pay Grade: 110
FLSA Status: Exempt
Job Class: 6054
Risk Code: 8810

JOB SUMMARY

Responsible for providing support to the Utilities Billing and Accounts Division with support to the Division's Supervisor, as it applies customer service, processing of utilities bill payments, collection of new service fees and deposits, setting up and closing of customer accounts, end of day cash balancing, and service cutoff & reconnect process. Will assist with overseeing collection and lien search processes and customer relations. Will assist with coordinating and monitoring the activities of subordinate employees including determining work procedures and oversees work productivity, and assigning duties and reviewing work for quality and accuracy and conformance with departmental and county policies and procedures.

ESSENTIAL JOB FUNCTIONS

- Provides support to the Utilities Billing and Accounts Supervisor with payment collection, cash balancing, and customer relations.
- Will prepare and execute delinquent account disconnects and re-connection process, may establish customer payment plans.
- Participates in the establishment of division goals, objectives, policies, and procedures.
- Reviews and evaluates work methods and procedures for improving performance while working with the Utilities Billing and Accounts Supervisor.
- Participates in the processing of applications for water and wastewater services.
- Reviews accounts for proper service charges and deposits.
- Ensures the preparation of service orders and accuracy of service dates for proper billing of customer accounts.
- Distributes service requests coming through online and responds to customer inquiries in a timely manner.
- Reviews monthly customer service and meter reader schedules in accordance with cycle billing schedule to ensure that payments received are recorded properly and on time.

- Will participate in the resolution of customer complaints, interpreting administrative policies, and resolving payment and service issues. Establishes and maintains a customer service orientation within the division.
- Processes return payments within the utility billing system and notification to customers.
- Interfaces daily financial records with the County Clerk's Office and provides daily reports.
- Coordinates in the selection and training of division personnel and assumes responsibility for motivating and evaluating assigned personnel.
- Provides necessary training and provides technical direction and guidance. Monitors work activities to ensure safe work practices, work quality, and accuracy. Ensures compliance to applicable regulations and policies. Evaluates performance and provides counseling and coaching to employees. Maintains harmonious employee/employer relations.
- Reports any billing system concerns for timely resolution.
- Assists with any departmental activities required to maintain workflow.
- 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 is responsible for directly and regularly supervising work of a relatively small number of employees (five or more) with indirect supervision. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, support for the Utilities Billing and Accounts Supervisor and coordinating work operations.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and five (5) years' progressively responsible experience in customer service with two (2) years' experience in a supervisory/lead capacity; or an equivalent combination of education and experience. Associate's Degree preferred.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle.
Requirement exists at the time of hire and as a condition of continued employment.

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 compute rate, ratio, and percentages and to draw and interpret bar graphs.
- Ability to figure discounts, interest, proportions, and percentages.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form from supervisor or lead person.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to explain records and procedures to others as lead worker.
- Ability to exercise judgment regarding use of equipment, tools, or material.
- Knowledge of standard office, cash management, and customer account data processing procedures.
- Knowledge of ordinances, resolutions, and State Statutes related to water and sewer.
- Knowledge of policies and procedures of the Utilities Customer Service Division.
- Skills in organization and task prioritization.
- Ability to maintain records/files and prepare reports and correspondence.
- Ability to meet and interact with the public effectively in person, in writing and by telephone.
- Ability to troubleshoot complex complaints and recommend reasonable resolutions to the same.
- Ability to establish and maintain effective working relationships with employees, officials, and the public.
- Ability to remain calm in stressful situations and deal with customers with tact and courtesy and maintain control in sensitive and difficult situations.
- Ability to read with comprehension and communicate instructions and adopted and proposed changes in policies and procedures.
- 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 light work, which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee will occasionally be required to sit; will regularly be required to climb or balance; and will frequently be required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, talk or hear, taste or smell.

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.