

# Customer Service & Utility Billing Technician

## **Job Description**

Under direction of the City Manager, performs, a variety of cashiering, administrative, utility billing and customer service responsibilities for City Hall. This position is the first point of contact for the public and utility customers and is responsible for ensuring a safe and welcoming environment for staff and guests. This position involves significant contact with the public, answering questions, responding to calls and assisting walk-in customers. The position is responsible for maintaining customer service excellence, maintaining accurate utility customer records, processing and collecting payments for utility bills and performing other administrative and technical activities within City Hall.

## **Job Responsibilities**

Essential duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is similar, related, or logical to the position.

### *Customer Service*

1. Greet and welcome customers, answer the City's main telephone line and receive e-mails; identify customer needs and provide requested information or route them to the appropriate department or staff person.
2. Process daily mail received at City Hall, routing mail to appropriate staff, processing outgoing daily mail; and picking up and delivering mail to the post office.
3. Compose and distribute a variety of correspondence independently from verbal or written instruction.

### *Essential Responsibilities*

1. Create new utility accounts and set up billing records in computer and in files, respond to complaints and answer customer questions on utility billing.
2. Prepare utility bills including printing and mailing utility bills.
3. Run reports (e.g. Zero Reads, Continuous Leaks, Monthly Water Reconciliation Reports, Monthly Utility Financial Reporting). Prepare and send correspondence as directed by the City Manager.
4. Serve as first point of contact for customers. Demonstrate customer excellence by providing data in compliance with City policy and legal requirements, and responding to questions, or referring customers to appropriate department.
5. Maintain records of malfunctioning or broken meters and repairs made. Contact customers to explain errors and to notify of repair work to be done.
6. Work collaboratively with Water Utility Division of Public Works to investigate troubled meters.
7. Manage the 'move in/move out' process: assisting customers with questions and setting up or inactivating accounts. Generate and send final bills and customer refunds.
8. Complete special assessment searches upon request.

9. Oversee the City's delinquent utilities collections including letters to delinquent customers, annual certification letters and drafting staff reports for Council action on annual certification of delinquent utility bills to property taxes. Post penalties on utility billing system.

10. Maintain utility customer data in compliance with City policy, records retention, and legal requirements. Maintain customer files for active and inactive customers, meter change outs, work/service performed.

11. Perform routine finance tasks, such as receipting, data entry, and balancing.

12. Order supplies as requested.

13. Accounts Receivable duties; cash receipt monies to appropriate General Ledger accounts.

14. Serve as backup for Accounts Payable, Police Department Receptionist, and Payroll

15. Perform other duties as assigned.

Supervisory Responsibilities

None.

## **Knowledge, Skills and Abilities**

### **Knowledge of:**

- Knowledge of principles and techniques of general ledger bookkeeping.
- Knowledge of effective accounting practices.
- MS Office suite to perform analysis, word processing, spreadsheet design and management.

### **Ability to:**

- Communicate effectively, both orally and in writing.
- Provide exceptional customer service.
- Remain calm and focused on assisting the customer.
- Consistently display patience and maintain a positive attitude and professional demeanor, even under pressure.
- Work tactfully, and effectively with the public, elected officials, City employees, and outside agencies.
- Work independently under general direction from supervisor and effectively within a team environment.
- Use basic analytical skills to make decisions and determine actions.
- Handle a variety of typical assignments and problems under moderate supervision within standard operating procedures.
- Understand detailed guidelines and procedures to make decisions and apply to work.
- Plan and organize work to manage multiple tasks, meet deadlines and work effectively to meet deadlines.
- Accurately perform typing, data entry, calculations, and record keeping with a strong attention to detail and deadlines.
- Use Microsoft Office and specialized software or applications.
- Maintain confidentiality and confidential information.
- Ability to learn and use databases and/or specialized business software applications.

**Other Requirements**

- Ability to pass a criminal background check.
- Excellent organizational, technology, and customer service skills.

**Physical Requirements**

Work is typically performed in an inside, temperature-controlled environment. Occasional attendance at evening meetings and events is required.

While performing the duties of this job, the employee is frequently required to sit; use the computer keyboard and mouse; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee may occasionally be required to stand, walk, stoop, crouch, and lift/move up to 25 pounds. The employee must be able to work in an office environment where the noise level is usually moderate.

**Education and Experience Required**

- High School degree or GED.
- Two years of customer service, bookkeeping, accounting, or related field.

**Experience Desired**

- Two or more years in municipal government operations with experience in Customer Service, accounting, and utilities/billing
- Associates Degree in Accounting

**Competencies Common to All Positions**

- Demonstrate by personal example the integrity and service standards expected from all employees.
- Ability to develop respectful and cooperative work relationships, including the interest and willingness to help newer employees build the skills, abilities and confidence required for their positions as quickly as possible.
- Have a working knowledge of all applicable department and/or City policies and procedures in order to help ensure compliance with such policies and procedures.
- Confer with and keep the immediate supervisor informed of all important matters pertaining to those functions and responsibilities for which the employee is accountable.
- Communicate effectively, both verbally and in writing with a variety of people such as elected and appointed officials, staff, contractors, consultants, and the general public.
- Represent the City in a professional manner in all contacts related to City business.

**Disclaimer**

This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the city and requirements of the job change.

The City of Milaca is an equal opportunity employer in compliance with the Americans with Disabilities Act. It will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.