



## Title: Customer Service Representative II (Billing)

FLSA Status: (Non-Exempt)

### BRIEF DESCRIPTION:

The purpose of this position is to prepare timely, accurate customer billing statements and assist in collecting revenues due for services. This is accomplished by receiving, preparing, and transmitting billing information. Other duties may include completing related tasks as assigned.

### ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Generate billing account statements for City services, including water, sewer and solid waste. Create and analyze reports to identify irregularities and discrepancies on utility bills and accounts. Review account for accuracy and completeness. Prepare billing adjustments when necessary.
2	S	Analyze delinquent accounts and prepare service orders for disconnection of service. Monitor disconnected accounts and decide appropriate action.
3	S	Prepare and process service orders for various City services including, but not limited to water turn-ons and turn-offs, water meter installations, meter tests, meter re-reads, and delivery or pick up of sanitation containers in preparation for billing.
4	S	Research and monitor water, sewer, and sanitation accounts for fraud and illegal consumption. Prepare adjustments to accounts for illegal use of services.
5	S	Coordinate and process the request of new and relocated hydrants in preparation for billing.
6	S	Respond to and resolve customer's complex questions regarding, water, sewer and solid waste bills.
7	S	Import and/or export meter readings from electronic files. Check validity of the readings, process exception readings according to established procedures, verify proper billing for services; and enter account information into the database and verifies accuracy of information.
8	S	Under guidance, completes system testing and training as requested.



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements	
Experience	1-2 years experience. Moderate previous experience required in the same or similar previous positions. The job requires a good working knowledge of common and uncommon techniques, methods, practices, procedures, use of forms, routines, etc., of a moderate to complex nature.
Education	High school plus additional course work (equivalent to up to 1 year at a Community College or equivalent resulting in accumulation of similar knowledge and abilities).
Technical Skill	Skilled technical skills. Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.
Contacts	Contacts are an integral part of the job as work involves internal and external contacts for the purpose of problem-solving with respect to matters of considerable importance to the organization requiring tact, diplomacy and persuasiveness and/or where no guidelines exist. Improper handling could affect relationships between departments or functions. Contacts are frequently at the same or higher levels. Interactions may affect City business. Work involves regular contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a regular requirement to communicate information that people do not want to hear or find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.
Environment	No adverse environmental conditions, pleasant surroundings.
Safety	Work involves few, if any; duties that if incorrectly performed could present a safety risk to others.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	None



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with “S”				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	O	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	R	For supplies, for files
Handling	C	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	Under equipment
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	R	Stairs, step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	Driving
Other (specified if applicable)		



**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Standard office equipment, Microsoft Office, Harris System, Permits Plus, Hansen, MCARE, GIS, and Assessor Website.

**ENVIRONMENTAL FACTORS:**

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards			N			Respiratory Hazards			N	
Chemical Hazards			N			Extreme Temperatures			N	
Electrical Hazards			N			Noise and Vibration			N	
Fire Hazards			N			Wetness/Humidity			N	
Explosives			N			Physical Hazards			N	
Communicable Diseases			N							
Physical Danger or Abuse			R							
Other										

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			O
Emergency Situation			R
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			R
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			F
Noisy/Distracting Environment			N
Other			

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			