



City of Klamath Falls

Position Description

Position: Customer Accounts Representative, Senior	Group: AFSCME
Department/Division: Finance & Business Services/Utility Billing	FLSA: Non-exempt
Evaluated by: Utility Billing Manager	Salary Grade: 113

Summary

The Customer Accounts Representative, Senior performs an array of complex duties to support the Utility Billing Division and serves as a senior customer service account representative for all processes related to the accurate and timely billing of City utility accounts. In addition to serving as primary point of contact for customers in person and on the phone, incumbents in this position are expected to work independently and sometimes under stressful Utility Billing deadlines within existing City policies and procedures. Employees in this position must have the ability to understand and execute complex oral and written instructions and apply guidelines to a variety of situations, while communicating effectively, both orally and in writing. The Customer Accounting Representative, Senior serves as a team leader and resource on Utility Billing customer accounts, policies and procedures.

Distinguishing Career Features

The Customer Accounts Representative, Senior is the senior-level career path and serves as a working team leader, demonstrating the ability to train other Utility Billing positions, handle challenging and upset customers in the absence of the Utility Billing Manager. The Customer Accounting Representative, Senior demonstrates master level knowledge, skills, team leadership and training for Utility Billing customer account functions in accordance with City policies and procedures. The Customer Accounting Representative is the mid-level career path and demonstrates the ability to administer and process a complex array of metering, billing, and addressing customer problems. The Customer Accounting Assistant is the entry level position that focuses on administrative and customer service and customer account support to the City’s Utility Billing Division.

Essential Duties and Responsibilities

In addition to being thoroughly knowledgeable and proficient at the Customer Accounts Assistant and Customer Accounts Representative positions, the Customer Accounts Representative, Senior has the following additional duties:

- Administering and processing all geothermal accounts, billings, adjustments, and meter swaps.
- Performing audit adjustments for accounts that are misread or have water leaks.

- Handling difficult and upset customers in the absence of the Utility Billing Manager.
- Reviewing the annual report of Winter Quarter average sewer charges to ensure proper future billing.
- Calculating CPI rates for annual increase/decrease in rates for water/sewer/geothermal; and rate changes implemented by City Council resolution.
- Processing annexations, updating of addresses rates for services.
- Auditing information in software database for accuracy
- Creating new services and accounts for new construction
- Prepares annual read schedule and billing, late notice and disconnect schedule.
- Creating job queries for the Finance and Utility Billing Divisions to review and report.
- In absence of Utility Billing Manager and Meter Services Supervisor, directs workload as needed.
- Special projects as assigned by the Utility Billing Manager and/or Finance and Business Services Director.

Qualifications

- **Knowledge and Skills**

The position requires in-depth knowledge of codes, regulations, and laws governing City utility services. Requires a working knowledge of consumer billing and accounts receivable functions. Skill in general office functions and methods, including office equipment and computer software for accounting and word processing. Requires sufficient knowledge of English grammar and composition, business and/or legal formats, and spelling, to prepare correspondence and communicate via phone, in person and via email. Requires sufficient math skills to perform arithmetic computations, understand numeric filing systems, and perform financial record keeping. Requires demonstrated proficiency with ten-key by touch; and computer keyboard data entry at a minimum of 60 WPM. Requires excellent human relations skill to maintain harmony in a work setting and deal with customers in a way that reflects positively on the City.

- **Abilities**

Requires ability to read, analyze, and interpret technical information, financial reports, and related documents. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, ordinances, resolutions, policies, and procedure manuals. Requires the ability to learn and interpret City codes, regulations, policies and procedures, and other laws. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram forms. Must be able to perform all clerical and record keeping duties of the position including operation of a variety of computer software programs designed for City utility services. Requires the ability to perform all the duties of the position efficiently and in an open environment with multiple interruptions and distractions. Must be able to perform clerical and administrative work with speed and accuracy. Must be able to interpret, explain, apply, and train others in knowledge of division organization, operations, programs, functions, and special

terminology when performing assignments. Requires the ability to plan, organize and prioritize work to meet schedules and timelines. 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 maintain confidentiality of private and sensitive information.

▪ **Physical Abilities**

Requires sufficient hand eye coordination to recognize numbers, letters, and words. Requires sufficient strength to retrieve work materials from eye-level shelves and drawers. Requires the ability to use a typewriter style computer keyboard and 10-key for advanced data entry. Requires auditory ability to carry on conversations in person and over the phone.

▪ **Education and Experience**

The position requires a high school diploma or GED with four (4) years of experience as Customer Accounting Representative. May have a combination of experience as Customer Accounting Representative and equivalent professional experience with emphasis on customer service, confidential customer accounts, telephone communications, office and computer skills including computerized utility systems software. An Associate's Degree in a related field may substitute for experience.

Minimum of 60 WPM computer keyboard data entry and demonstrated proficiency with ten-key by touch.

▪ **Licenses and Certificates**

Requires a valid Oregon driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist. At times must interact with upset customers.

▪ **Pre-Employment**

Job offers are contingent on the individual passing an official typing test and pre-employment drug screen.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.