



**City of Klamath Falls**

**Position Description**

Position: Customer Accounts Representative	Group: AFSCME
Department/Division: Finance & Business Services/Utility Billing	FLSA: Non-exempt
Evaluated by: Utility Billing Manager	Salary Grade: 112

**Summary**

The Customer Accounts Representative performs an array of duties to support the Utility Billing Division. Serves as a customer service account representative for all processes related to the accurate and timely receiving and processing of City utility payments. Serves as primary point of contact for customers in person and on the phone. The Customer Accounts Representative is responsible for entering, updating, correcting, adjusting, and adding to the existing utilities database on the City databases. Employees in this position must have the ability to work effectively in a high customer count environment and respond to verbal, written, and telephone requests for explanation of billing and requests for customer service related to possible leaks and meter maintenance. The Customer Accounts Representative is also responsible for billing special contract accounts, processing closed delinquent accounts and submitting to collections agency when deemed uncollectible.

**Distinguishing Career Features**

The Customer Accounts 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 Accounts Assistant is the entry level position that focuses on administrative and customer service and customer account support to the City’s Utility Billing Division. The Customer Accounts Representative, Senior 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 and perform master level Utility Billing account functions.

**Essential Duties and Responsibilities**

- Receives customer payment via internet, lockbox, and via phone, mail, or in person.
- Operates a cash drawer, balances, and accounts for all funds daily.
- Processes incoming mail and all returned mail.
- Acts as a visible customer service agent by greeting visitors and co-workers in person, over the phone, and via email daily.
- Prepares and reconciles amounts and inputs data into an automated financial system, including, preparing, and processing receipts, calculating customer payments, determining outstanding balances, and calculating payoff figures for customer balances.

- Prepares reconnect, swap, leak check and meter issue service orders.
- Knows and understands City policies, procedures relating to utility billing services; interprets and communicates policies to customers.
- Responds to questions and customer complaints, referring difficult situations to higher level authority.
- Calculates and enters adjustments into computer system for misreads, leaks, miscellaneous sewer and water adjustments, and new account fees; updates meter change-out information; posts or transfers security deposits; refunds deposits to accounts; adjusts closed accounts.
- General office filing, receipts, payment stubs and daily/weekly/monthly postings.
- Organizes receipts and payment stubs daily
- Posts meter readings from work orders to customer accounts and checks reading reports for abnormal high and low consumption.
- Prepares “Consumption, No Signer” (CNS) orders, and schedules disconnection of service when appropriate.
- Schedules, produces, and mails “Final Notice” letters for billing cycles. Schedules and implements disconnection of service on appropriate delinquent accounts.
- Assists prospective and current applicants for City water service; quotes established charges to customers according to policy; resolves customer inquiries and concerns either by telephone or in person.
- Monitors closed delinquent accounts and submits to collection agency when deemed uncollectible. Reviews collection agency statements for accuracy and process for payment
- Administers and processes a complex array of metering, billing, and customer problems, including billing special contract accounts and other complex billings.
- Coordinates with the Meter Service personnel to ensure necessary work orders are submitted for completion of the billing process.
- Prepares miscellaneous documents such as invoices, and account statements; generates monthly financial reports for accounting and record keeping purposes.
- Prepares and implements the Senior Rebate Program annually; coordinates the Meter Exchange Program with City Water Department.
- Processes payments/adjustments from collection agency; processes all bankruptcies.
- Provides back-up to other positions as required.
- Performs other duties as assigned that support the overall objective of the City and Utility Billing Division.

## **Qualifications**

### ▪ **Knowledge and Skills**

The position requires 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.

### ▪ **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 two (2) years of professional experience with emphasis on customer service, confidential customer accounts, telephone communications, office and computer skills. 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.