



**City of Klamath Falls**

**Position Description**

Position: Customer Accounting Representative	Group: AFSCME
Department/Division: Support Services/Utility Billing	FLSA: Non-exempt/Represented
Evaluated by: Utility Billing Manager	Salary Grade: 112

**Summary**

Serves as a customer service account representative for all processes related to the accurate and timely billing of City utility accounts. Serves as primary point of contact for customers in person and on the phone. 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, requests for connection of services, discontinuance of services, and requests for customer service related to possible leaks, misreads, or meter maintenance. This position is the first in the career path with the Utility Billing Division. The next step in advancement in this career path is Senior Customer Accounting Representative.

**Distinguishing Career Features**

The Utility Billing Customer Accounting Representative Agent performs an array of duties to support the Utility Billing Division. The Customer Accounting Representative is responsible for entering, updating, correcting, adjusting and adding to the existing utilities database on the City databases. The employee in this position must have the ability to effectively respond to verbal, written, and telephone requests for explanation of billing questions, requests for connection of service, or discontinuance of service, and requests for customer service relating to leaks, misreads, or meter maintenance.

**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.
- Acts as a visible customer service agent by greeting visitors and co-workers in person, over the phone, and via email on a daily basis.
- 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.

- Posts meter readings from work orders to customer accounts and checks reading reports for abnormal high and low consumption.
- Prepares service orders and schedules the timely return of service orders to allow data entry prior to billing.
- Knows and understands City policies, procedures and ordinances relating to utility billing services; interprets and communicates policies to customers.
- 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.
- Responds to questions and customer complaints, referring difficult situations to higher level authority.
- Prepares annual meter reading and billing schedules for the Division.
- 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.
- Calculates and enters adjustments into computer system for misreads, leaks, miscellaneous sewer and water adjustments, and new account fees; calculates and enters special billings into computer system; updates meter change-out information; posts or transfers security deposits; refunds deposits to accounts; adjusts closed accounts.
- 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 an associates degree in a field related to job duties. A high school diploma or GED plus four years of experience in an accounting environment dealing with customers on a regular basis may substitute for education.

### ▪ **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 a pre-employment drug screen and criminal background.

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.