



City of Klamath Falls

Position Description

Position: Customer Accounting Representative, Senior	Group: AFSCME
Department/Division: Support Services/Utility Billing	FLSA: Non-exempt/Represented
Evaluated by: Utility Billing Manager	Salary Grade: 114

Summary

Serves as a senior customer service account representative for all processes related to the accurate and timely billing of City utility accounts. This is the second in the career path within Utility Billing Division. 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 deadlines within existing City accounting 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. This position is the second step in a career path within the Utility Billing Division.

Distinguishing Career Features

The Senior Utility Billing Customer Accounting Representative Agent performs an array of complex duties to support the Utility Billing Division. The Senior Customer Accounting Representative is master-level Customer Accounting Representative knowledge, skills, and abilities.

Essential Duties and Responsibilities

In addition to being thoroughly knowledgeable and proficient at the Customer Accounting Representative position, the Senior Customer Accounting Representative 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.
- Implementing 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.
- Creating job queries for the Finance and Utility Billing Divisions to review and report.
- Special projects as assigned by the Utility Billing Manager and or Finance Manager.

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; or a high school diploma or GED plus six (6) years of equivalent professional experience including an emphasis on telephone communications, customer service, office and computer skills, and computerized accounting systems software; or a minimum of six (6) years of experience as Customer Accounting Representative.

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 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.