



respect - Communication - Integrity - Teamwork - family

## UTILITY BILLING – Customer Service Agent

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**DEPARTMENT/DIVISION:** Support Services/Utility Billing

**GRADE:** 5

**GROUP:** AFSCME

**FLSA STATUS:** Non-Exempt

**EFFECTIVE DATE:** November 18, 2016

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### SUMMARY

This position is responsible for all information related to the accurate and timely billing of City utility accounts. The Customer Service Agent is responsible for updating, correcting, adjusting and adding to the existing utilities database on the City computer system. 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 services, or discontinuance of service, and requests for customer service in regards to possible leaks, misreads, or meter maintenance.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

Can perform the duties of Cashier as assigned.

Assists customers and co-workers by telephone or in person in a courteous responsible and knowledgeable manner, relating information regarding City utilities. Quotes established charges to customers according to policy.

Performs daily data entry to update system with customer orders for connects and disconnects, as well as customer information, including mailing address changes, etc.

Posts meter readings from work orders to customer accounts and checks meter work orders for abnormal high and low consumption.

Prepares service orders for “field” employees and schedules the timely return of service orders to allow data entry prior to billing. Also responsible for filing those orders.

Prepares “Consumption, No Signer” (CNS) orders, and schedules disconnection of service when appropriate.

Calculates and enters adjustments into computer system for misreads, leaks, miscellaneous sewer and water adjustments, and new account fees; calculates and enters any "special" billings into computer system; and updates "meter-change out" information.

Processes utility billing on monthly basis, including scheduling of billing cycles, review of billing "exceptions report" for abnormalities;  
Posts or transfers security deposits; refunds deposits to accounts with appropriate credit history criteria; adjusts closed accounts with credit balances.

Schedules, produces, and mails "Final Notice" letters for billing cycles.

Schedules and implements disconnection of service on appropriate delinquent accounts.

Monitors closed delinquent accounts and submits to collection agency when deemed uncollectible. Reviews collection agency statements for accuracy and process for payment.

Generates monthly financial reports, as directed, for accounting and record keeping purposes,

Maintains files and records as directed.

Calculate fees.

Calculates various customer payments/determines outstanding balances/pay off figure/determines payment plans for customers.

Processes payments/adjustments received from collection agency.

Provides adequate back up of other positions as required due to normal absences. Cross training will be required.

Performs other related work as required.

## **SUPERVISORY RESPONSIBILITIES**

This is a non-supervisory position.

## **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education and/or experience:

High School diploma or general education degree (GED); Associate Degree in a field relative to job duties or 4 years equivalent work experience; with emphasis on telephone communications and customer service, office and computer skills. Two years experience with computerized accounting systems; demonstrated proficiency with ten-key by touch; and computer keyboard data entry at a minimum of 60 WPM. Knowledge and ability to operate related equipment (i.e. computer, FAX, copier, etc.)

Language skills:

Ability to read, analyze, and interpret technical journals, 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. Ability to respond to inquiries from the public and members of the business community. Ability to write simple correspondence. Ability to effectively present information one-on-one or in small group situations to other employees or the organization.

Mathematical skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.

Reasoning ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PRE-EMPLOYMENT**

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. The employee must possess the ability to organize and keep organized.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The work is performed in a temperature-controlled, well-lit office.

The noise level in the work environment is usually quiet.

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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.

