

CITY OF MARGATE, FLORIDA

JOB DESCRIPTION

JOB TITLE: SENIOR UTILITY SERVICE REPRESENTATIVE (Job Code 388)

GENERAL STATEMENT OF JOB

Under minimal supervision, performs customer service recordkeeping and utility billing work pertaining to the operational/financial records of the Utility Billing Division of DEES. This includes providing a wide range of information and services to utility customers and the general public. The incumbent performs routine clerical and customer service tasks and duties, with significant public contact over the phone and in person. Incumbent receives instructions and general supervision from a supervisor, but must exercise initiative and independent judgment in coping with work situations and customers.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Performs cashiering duties as needed; preparing bank deposits with accuracy, assisting Utility customers, reconciling cash register, receiving and posting revenue to proper accounts, balancing accounts to the general ledger, and transferring files to process electronic utility payments from various third party vendors.

Provides customer service, including but not limited to, assisting in interpretation and application of regulations, policies, procedures, systems, and rules in response to inquiries and complaints from public.

Assists utility customers with applications for service, collection of fees, reviewing/analyzing accounts, opening/closing of water accounts, accessing electronic reads/graphs when available, and generating work orders when necessary to resolve service issues.

Performs file transfers as needed to process utility payments from various third party vendors and ACH bank draft payments.

Tracks and/or reverses returned payments. Notifies other departments of return payments and applicable fees for customer notification when applicable.

Acts as liaison to contractors needing temporary/construction water meters, processes monthly billing and final billing/refunds.

Performs financial transactions including processing or transferring payments, refunding credit amounts or deposits, adjusting charges and/or deposits, reversing payments, re-issuing refunds, adjusting service fees, processing liens/release of liens including electronically recording with Broward County Appraiser's office, and managing customer payment programs.

Generates, reviews, and processes delinquent accounts for disconnection of service. Reviews/bills accounts for replacement or additional deposits in accordance with the City Code of Ordinances.

Backup for all billing functions including : uploading and downloading files, reviewing exception reports, billing registers and reconciliation of billing reports to the general ledger.

Responsible for training new employees working in the cash office and assisting in updating the divisions instruction manual as necessary.

Generates monthly and annual financial reports and templates as necessary.

Updates all forms for publication on City website. Updates and programs form letters in utility software for use.

Reviews and/or updates rates in utility billing software and City website.

Performs Emergency Response duties as assigned.

Performs related duties as required or assigned.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or equivalent, supplemented by minimum three (3) years of related work experience, including a minimum of two (2) years of work experience in the cash office executing the duties of Utility Service Representative. Applicants must be proficient in Excel and Word; must have excellent writing and analytical skills.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks are essentially sedentary with some walking, standing, bending, and stooping, and some lifting and carrying objects of light to moderate weight (5-15 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information including giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to communicate efficiently and effectively in standard English.

Intelligence: Requires the ability to apply common sense understanding to perform repetitive tasks.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May require the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal effectively with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of computers and electronic data processing.

Skilled in providing good customer service

Skilled in Microsoft Office products (Excel, Word, and Outlook)

Ability to multi-task and shift priorities as needed

Skilled in the use of various modern office equipment.

Skilled in oral and written communication for effectively dealing with the public.

Ability to establish and maintain effective working relationships with departmental personnel and various outside agencies position interacts with.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date