

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: UTILITY SERVICE REPRESENTATIVE (Job Code 852).

GENERAL STATEMENT OF JOB

Under general supervision, performs customer service recordkeeping and utility billing work pertaining to the operational/financial records of the Utility Services Division of the Finance Department. This includes providing a wide range of information and service 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.

Receives customer payments in person; makes change and issues receipts; reconciles/ balances cash receipts, prepares deposit documents and delivers daily bank deposits.

Interacts with customers, coordinates with utility field crew; obtains other information to assist customers; researches and resolves issues/questions or refers to technician reports of unauthorized utility usage; and uses discretion to determine deposit and restoration of service requirements.

Ability to perform file uploads/downloads into various computerized systems.

Utilizes various computer systems to enter data of new utility customers and makes data changes; performs data entry functions by keying data into computer system, including entering, retrieving, reviewing or modifying data in computer database; verifies accuracy of entered data and makes necessary corrections.

Processes payments returned for insufficient funds from the bank.

Generates bank draft files from customer accounts and posts files to banking website.

Researches requests, problems, and complaints to initiate appropriate action; generates work orders to resolve service issues.

Communicates and provides service to customers in person or by telephone, mail, email, or other means of communication.

Assists in interpreting and applying regulations, policies, procedures, systems, rules and precedents in response to inquiries and complaints from public; researches questions and complaints with follow up as needed; intakes and processes service requests.

Assists customers with service disconnects or with receipts of notice to interrupt service.

Processes temporary water meter applications, fees, and temporary/permanent meter applications while ensuring City requirements are met.

Prepares orders to install, remove, and repair meters; posts, disconnects, restores, or verifies services; and performs other service-related changes.

Prepares monthly billing according to schedule.

Prepares meter reading devices for route input by meter readers.

Reviews leaking meter/high usage reports; notifies customers if a problem is apparent.

Determines and resolves utility payment problems/misreads. Researches, recalculates and adjusts incorrect bills.

Reviews, audits, analyzes and reconciles customer billing records and prepares adjustments as needed.

Performs financial transactions including processing or transferring payments, refunding credit amounts or deposits, adjusting charges and/or deposits, reversing payments, re-issuing refunds, and adjusting service fees; processes liens and release of liens; and manages customer payment programs.

Audits, analyzes, and reconciles computer reports; runs monthly reports and special reports.

Performs Emergency Response duties as assigned.

Performs other related duties and responsibilities as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or equivalent, supplemented by minimum one (1) year related work experience. Applicant must have experience with Microsoft Office Suite including Excel and Word; must have excellent writing 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 customer service principles and practices.

Knowledge of basic accounting principles and methods.

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.

City of Margate, Florida • Utility Service Representative

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date