

TITLE: Utilities Services Representative II

DEPARTMENT: Finance, City of Franklin

JOB SUMMARY: This position performs technical duties in support of the City's Utilities' billing & related accounting processes.

MAJOR DUTIES:

- Processes customer service requests.
- Receives, verifies, and processes applications for services.
- Answers telephones and handles inquiries and complaints from customers.
- Prepares and maintains customer accounts; updates accounts on a monthly basis; makes adjustments as appropriate.
- Prepares billing statements and maintains records for security deposits and meter fees.
- Prepares and runs penalty notices; checks penalty charges on inactive accounts.
- Prepares monthly report on electric usage of each customer.
- Checks water, sewer, and electric readings.
- Prepares account histories.
- Assist the Utility Supervisor with Water/Sewer/Pool/Penalty and Late Fee Adjustments.
- Discuss and correspond with customers about various requirement, regulations, and charges concerning utility services, problems pertaining to excessive usage and complaints about charges and services.
- Prepare final notices, turn off lists for Utility operational staff.
- Analyze service problems, recommend changes and improvements; develops improved work techniques and operating procedures.
- Analyze and review utility billing processes for efficiency
- Provide training on Edmunds utility module system for co-workers
- Perform special utility projects as directed

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- Interpret City ordinances, policies and procedures to customers and employees.
- Assist the Utility Supervisor in resolving utility billing errors, analyzes causes of errors and works toward reducing errors.
- Handles the complex and/or difficult customer service problems or complaints before they are forwarded to the Utility Supervisor. Coach the Utility Service Representatives as needed.
- Study and standardize procedures to improve efficiency and increase the level of service provided to the public by customer service representatives.
- Do research on programs of interest and gather data as to the pros and cons of such new programs or products. Coordinate implementation of new programs or projects to assist the Utility Supervisor to move these programs/projects along to the starting point.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of utilities operational procedures and record keeping.
- Knowledge of City billing procedures.
- Knowledge of modern office practices and procedures.
- Knowledge of personal computers for use in word processing and electronic communications.
- Skill in oral and written communication.
- Skill in the provision of customer services.
- Knowledge of basic accounting principles.

SUPERVISORY CONTROLS: The Utility Billing Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results.

GUIDELINES: Guidelines include federal, state, and local regulations, policies, and standards. These guidelines are generally clear and specific but may require some interpretation in application.

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COMPLEXITY: The work consists of related accounting and customer service duties. The need for accuracy contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to participate in utility billing duties. Successful performance in this position contributes to the efficiency of the utility billing process.

PERSONAL CONTACTS: Contacts are typically with other city personnel, customers, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed while intermittently sitting, standing, walking, bending, crouching, or stooping. The employee occasionally lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Ability to be bonded.