

TITLE: Utilities Services Representative

FIN/9

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:

- o Processes customer service requests.
- o Receives, verifies, and processes applications for services.
- o Answers telephones and handles inquiries and complaints from customers.
- o Prepares and maintains customer accounts; updates accounts on a monthly basis; makes adjustments as appropriate.
- o Prepares billing statements and maintains records for security deposits and meter fees.
- o Prepares and runs penalty notices; checks penalty charges on inactive accounts.
- o Prepares monthly report on electric usage of each customer.
- o Checks water, sewer, and electric readings.
- o Prepares account histories.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of utilities operational procedures and record keeping.
- o Knowledge of city billing procedures.
- o Knowledge of modern office practices and procedures.
- o Knowledge of personal computers for use in word processing and electronic communications.
- o 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 final 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.

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.