

TITLE: Utilities Services Account Technician

FIN/9A

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:

- Interacts with customers, staff, different departments, and/or external agencies to ensure accuracy of accounts, responds to inquiries, and provides accounting support.
- Accesses available sources of information to answer inquiries.
- Processes, verifies & reconciles related utility information such as work orders, bills, payments, customer service requests, applications & accounts receivable records.
- Prepares and maintains various accounting reports and records in support of the finance department.
- Verifies, monitors, and reconciles accounts.
- Collects, enters, updates, and maintains account information.
- Performs other related duties as assigned.
- Knowledge of basic accounting principles.

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.
- Experience preferred with MS Office Suite – Excel, Word, & PowerPoint.
- 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:

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- 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.
- Ability to be bonded.