

**MAJOR FUNCTION**

This is responsible clerical work in establishing and terminating utility service accounts, processing utility payments, parking tickets and encoding all checks going to the bank, and working the return checks function. Work requires public contact in establishing accounts, informing the public of policies and procedures, answering questions, and solving problems. Work is performed under the general supervision of a superior. Work is reviewed through observation and inspection for accuracy through internal control and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Job Duties**

Assists individuals interested in establishing electric, water, and gas service. Reviews utility accounts for outstanding due balances. Determines the types of services needed. Informs the public of policies and procedures relevant to utility service. Makes orders to turn-on and cut-off service. Originates order for taps and meter-sets on new construction. Updates current customer accounts relevant to mailing addresses and transferring outstanding balances. Establishes the amount of deposit necessary to adequately secure City or residential as well as commercial accounts. Reviews suspense accounts for current customers, or locates out-of-town suspense accounts. Makes contact with customers regarding bad checks. Works delinquent and bad customer accounts. Assists in the training of Cashier/Clerks; assists supervisor with the end of the day closeouts. Processes and encodes all utility mail payments and prepares multiply deposits for utility payments, traffic tickets and for miscellaneous revenue. Demonstrates exceptional patience in dealing with the public in order to create a favorable impression. Performs related work as required.

**Other Important Duties**

Participates in developmental and training opportunities. Accounts for electronic transmissions between utility customers and the City. Serves as administrative advisor to hearings officers regarding traffic citations. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of utility billing, accounting, and collection methods and procedures. Knowledge of utility records, types of information found, and where to locate the information. Ability to work effectively under pressure. Ability to exercise good judgment in making decisions in accordance with laws, rules, policies, and procedures. Ability to communicate effectively and concisely, orally and in writing. Ability to read and interpret a utility bill. Ability to assess and use data processing records, both on-line and printouts. Ability to establish and maintain a good working relationship with peers, supervisors, and the general public. Ability to make independent decisions with a minimum of direction in accordance with pre-established procedures and guidelines. Skill in the use of personal computers and associated programs and applications as are necessary to successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and two years of experience that includes record keeping or bookkeeping, data processing applications, credit and collections, utility billing, utility customer service, or utility accounts systems or utility cashier work; or an equivalent combination of training and experience.

Revised: 12-27-83  
08-02-88  
02-12-91  
04-21-93  
04-13-99  
10-10-03\*  
08-10-09\*