

POSITION DESCRIPTION

Class Title: Utility Billing/Customer Service Specialist
Department: Covington Public Works/Utilities
Division: Utility Billing/Customer Service

Date: October 17, 2022
Grade Number: 4
FLSA: Non-Exempt

GENERAL PURPOSE

Performs routine and complex clerical, data processing, and administrative work in utility billing, customer service, accounting, inventory, and other public works/utilities services as assigned.

SUPERVISION RECEIVED

Work under the supervision of the Utility Billing/Customer Service Coordinator.

SUPERVISION EXERCISED

Assumes the responsibilities of Utility Billing/Customer Service Coord. in their absence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers telephone direct calls to the appropriate individual, and/or handles calls independently.
Greets visitors and provides information and customer service.
Maintains meter history records for utility billing.
Assist with the process of utility billing.
Cross-trains in all administrative functions to include AMI computerized Utility Billing System.
Pull meter readings from Aclara; review reports and send out appropriate update reads in Aclara for billing.
Prints and schedules the cut-off of non-payment.
Maintains Budget billing accounts for utility billing.
Makes copies of needed documents for customer to turn on or disconnect services.
Makes Copies, assembles, and binds, booklets or manuals.
Handles customer mailings, and other work as assigned.
Compares social security numbers to old accounts and transfers old debts to new accounts.
Maintains and implements Neighbors Helping Neighbors program.
Acts as a liaison between utility customers and solid waste contractors. Maintain backdoor customer list.
Assess cost and assign fees for service. Resolve inequities in service delivery to customers.
Responsible for complaint resolution for Gas, Water, Sewer, and Solid Waste customers.
Assist customers with turn on and disconnect applications.

PERIPHERAL DUTIES

Assists managers and/or supervisors in all departments with clerical support when needed.

Assists with a basic filing system.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) Graduation from high school or GED equivalent; with specialized course work in general office practices such as typing, accounting, data processing, public relations; and or;

(B) Two years related college level training

(B) Any equivalent combination of education and experience.

Necessary Knowledge, Skills, and Abilities:

(A) Considerable knowledge in personal computers and data processing; Knowledge of business English and Math: Knowledge of modern office practices, procedures and equipment;

(B) Skill in operating listed tools and equipment:

(C) Ability to type communicate effectively verbally and in writing; Ability to understand and follow oral and written instructions: Ability to express ideas clearly, concisely, and objectively: Ability to be neat and organized in work and appearance: Ability to establish and maintain effective working relationships with employees, supervisors, and the public.

SPECIAL REQUIREMENTS

(A) Must possess a valid Tennessee State driver's license, to have the ability to obtain one prior to employment.

TOOLS AND EQUIPMENT USED

Personal computer including word processing, spreadsheet, and data base software: motor vehicle: 10-key calculator, telephone. mobile radio, fax and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by and employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in an office setting. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of the job, the employee is frequently required to walk, use hand to finger,

handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required. Medical evaluation (physical) and drug screen required prior to employment.

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission specific statement of duties does not exclude them from the position of the work is similar, related, or logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee/date

Supervisor/date
