

MAJOR FUNCTION

This is responsible direct and indirect public contact work responding to and resolving technical inquiries related to utility and general government services, credit and collection activities, processing loans, adjusting accounts receivable, and/or establishing and monitoring deposits. The work is performed under the general direction of a technical superior; however, the employee is expected to exercise considerable independent judgment and initiative in the performance of daily duties, as well as tact and self-control under trying circumstances. Work is reviewed through analysis of reports, observations, and by results obtained.

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

Under the general direction of a technical superior, handles utility bill inquiries and corrects bills for citizens when errors are made. Approves and prepares credit arrangements for utility billing and miscellaneous accounts receivable. Answers inquiries concerning utility services as well as other governmental services and activities, and coordinates with other departments. Makes credit arrangements, analyzes utility accounts, and updates deposits. Handles indemnity, blanket, and bond equivalent deposit administration. Periodically reviews commercial and residential deposits for adequacy, reviews selective commercial accounts for accuracy. Performs energy and water/sewer loan application review, closing, collections, satisfactions, subordinations, and reporting. Performs social service contact and coordination of assistance, energy services activities, collections, technical assistance, and maintenance of files. Researches billing problems and adjusts utility bills when errors are identified. Handles inquiries regarding unpaid utility bills, miscellaneous accounts receivable, and bad checks. Reviews bad check ledger and performs other work related to subject matter. Analyzes utility account histories for the resolution of problems. Serves as parking ticket hearing officer, acting on independent judgment on ruling if a parking ticket was issued properly. Bills, collects and maintains files for utility diversion and dead meters. Performs related work as required.

Other Important Duties

Sets up and maintains all master accounts. Reviews accounts to ascertain those that should be referred to a collection agency. Prepares correspondence. Maintains records. Redeem certificate of deposits and utility bonds used as security and negotiates with insurer for the payment of amount indemnified. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the City's utility and general government services, functions, organization, ordinances, rules, policies, procedures, and regulations. Knowledge of bankruptcy laws, loan regulations, state and federal laws governing utility billing and rates. Considerable knowledge of customer billing, credit collection, and overall utility accounts operations or practices. Ability to participate in office activities in various sections to ensure uninterrupted flow of workload. Ability to perform and understand complex mathematical functions. Ability to understand and implement oral and written instructions, gather and analyze information, prepare reports, and maintain records. Ability to exercise considerable independent judgment and creativity in solving complex problems and in making decisions in accordance with ordinances, rules, and departmental policies and procedures, or other regulations. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to work under pressure and maintain a high level of accuracy and self control. Ability to perform work in a courteous and impartial manner. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree and one year of experience that includes customer service, customer or public relations, utility billing, utility accounts systems, or utility credit and collections; or an equivalent combination of training and experience.

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