



Position Description

ACCOUNTING & CUSTOMER SERVICE REPRESENTATIVE I/II**DEFINITION**

These positions perform customer service and routine to difficult clerical accounting work in the areas of utility and cable television billing, collections, customer support services, cash receipts, bill paying, record keeping, business licensing, and related office work as assigned. For market reference purposes, this position is comparable to an Account Clerk I/II.

SUPERVISION RECEIVED

Depending upon an assignment, work is performed under general supervision of an Accounting Supervisor, Financial Services Supervisor, or CATV Business Manager position.

SUPERVISION EXERCISED

Accounting & Customer Service Representative II may exercise technical, functional or lead direction over an Accounting & Customer Service Representative I.

DISTINGUISHING CHARACTERISTICS

Accounting & Customer Service Representative I is the entry-level class, of this accounting office support series. Initially under close supervision, incumbents learn customer service, business office, and City procedures. As experience is gained, there is greater independence of action within established guidelines. This class is, alternately staffed with an Accounting & Customer Service Representative II, which is a full journey level position. Incumbents may advance to the higher level after gaining experience and demonstrating proficiency, which meet the qualifications of the higher-level class. This position is designated as a Fair Labor Standards Act (FLSA) non-exempt position.

Accounting & Customer Service Representative II is the journey level class of accounting office support series, fully competent to perform a variety of customer service, financial, accounting, cashiering and office support duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. This position is designated as a Fair Labor Standards Act (FLSA) non-exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Provide and maintain excellent customer service including opening and closing service accounts, responding to inquiries on the telephone and in person, researching account status, billings, collections, adjustments, product information, explaining departmental and City procedures and policies; assist customers/vendors with information about available City services.

Process incoming invoices and payment requests, verifying correctness and authorizations, inputting payment data, printing checks, reconciling, and distributing checks.

Process billing for services delivered, such as Cable TV, water, wastewater, and garbage.

Verify customer records for overpayments and/or unpaid balances and follow-up on adjustments with customers and review accuracy of meter readings.

May receive and process business license applications, receive business license tax payments, issue licenses, maintain records. Verify, code, process cash receipts, issue receipts, prepare bank deposits, reconcile with bank and subsidiary records, and maintain and reconcile petty cash.

May prepare invoices and maintain subsidiary records for billing, property damage, rents, leases, transient occupancy tax, gaming club tax, fire inspections, and miscellaneous accounts receivable.

In Cable Television perform initial startup, upgrades and downgrades, and provide customer education regarding all broadband services including cable television, Internet, and phone services. Make recommendations to customers and sell service products according to customer needs while considering features, accessories, upgrades and rate plans. Interface with individual customers to identify and /or correct problems involving email and network configuration, identification and resolution of connectivity issues, administer and utilize testing procedures to evaluate and isolate individual and or network problems. Determine and help direct customers toward resolution of problems outside of CATV network (specific software and hardware issues). Understand and utilize software for equipment provisioning and troubleshooting.

Enter and retrieve data, use such technology as on-line or personal computer to produce standard reports, run system back-ups, troubleshoot operating problems and perform routine maintenance

Prepare and maintain various accounting, financial, and statistical records and reports.

Perform a variety of general office support duties such as typing, word processing, proofreading, filing, verifying numbers, data input, and other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of customer services work; basic business data processing principles and the use of word processing and computer equipment; business arithmetic as applied to accounting and auditing office support functions; principles and practices of business correspondence and report writing; financial record keeping and bookkeeping practices and procedures; office practices and procedures, including filing and the operation of standard office equipment.

Ability to:

Type, enter data on a 10-key calculator and computer terminal with high degree of accuracy; respond capably, politely and courteously to citizen inquiries and complaints; work effectively with employees and the public; communicate clearly and concisely, both orally and in writing; plan and organize work to meet deadlines; analyze, prepare and maintain ledgers, journals and reports with accuracy; read and comprehend laws and regulations regarding governmental fiscal operations; and carry out general instructions.

EDUCATION AND EXPERIENCE

Accounting & Customer Service Representative I

Graduation from high school or equivalent and one (1) year demonstrated clerical accounting experience.

Accounting & Customer Service Representative II

Same as above for Accounting & Customer Service Representative I plus two (2) years as Accounting & Customer Service Representative I or three (3) years of equivalent journey level clerical accounting experience.

For the CATV Department, additional years of customer service and retail sales and experience are highly desirable.

TOOLS AND EQUIPMENT USED

Personal computer, central data processing mainframe, telephone, 10-key calculator, fax machine, copy machine, typewriter, printers, postal meters, electronic payment devices, and bill stuffing machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, talk, and hear. The employee is occasionally required to walk; use hands to fingers, handle, or feel 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 and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent generally works in an office setting.

The noise level in the work environment is usually quiet, but can be moderately noisy.

The work environment requires working in a public setting and interacting with members of the public.

SELECTION GUIDELINES

Formal application; rating of education and experience; oral interview and reference check; and job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a 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.

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