

**WASHINGTON COUNTY  
CLASS DESCRIPTION, 1998**

Revised 2018

**POSITION TITLE:** Utility Customer Service Representative

**GENERAL DESCRIPTION OF DUTIES**

Under general supervision, performs technical and administrative duties in support of the County water and sanitation billing functions. Utility duties include mailing water and sanitation bills; preparing meter reading devices; accepting and processing bill payments; and identifying cut off lists for delinquent accounts.

Performs related work as required.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Prepares and mails customer bills for water, sanitation and other utility/public works related services. Accepts and processes billing payments and enters updates account payment information and cash sheets in the automated system. Transmits all water drafts.

Manages cash drawer, ensuring security and accountability of all cash payments and transactions. Supervises cash transactions and activities of part time clerical staff. Directs daily cash closeout.

Maintains customer account information to include establishing accounts for new customers; and completing contracts on all new water customers. Identifies delinquent accounts and prepares list of customers who should have service discontinued based on account delinquency. Responds to customer questions regarding accounts, bills, payment procedures, etc.

Prepares hand held meter reading devices and provides instructions to meter readers as needed regarding new customers, cut off list, etc. Prepares work orders for field personnel concerning meter repair, replacement, installation, etc.

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Performs a variety of general clerical duties to include answering telephones, filing records and documentation, preparing correspondence, etc.

### MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as required.

### MINIMUM TRAINING AND EXPERIENCE

Graduation from high school or equivalent; supplemented 1 – 2 years of experience performing general clerical or accounting work; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

### PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to calculate, compute, summate, and/or tabulate data and/or information. Includes the ability to perform subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to explain policies and procedures; to deal courteously with the general public; to explain benefit and payroll information to employees.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate varied office equipment such as telephones, computer terminals, copiers, etc.

**Verbal Aptitude:** Requires the ability to utilize a variety of advisory data and information, such as payroll policies and procedures; accounting information; billing and payment documents, timesheets, and other payroll materials.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division.

**Functional Reasoning:** Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

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### ADA COMPLIANCE

**Physical Ability:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Dexterity:** Requires the ability to perform skilled coordinated movements, such as operating varied office equipment.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds. Some tasks require oral communications ability. Some tasks require visual perception and discrimination.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

### PERFORMANCE INDICATORS

The work performance of non-supervisory personnel of Washington County is routinely evaluated according to the performance criteria outlined herein:

**Knowledge of Work:** Has working knowledge of the policies, procedures and methodology of processing accounting transactions, maintaining accounting information, and preparing related reports. Has working knowledge of the procedures for reports, for preparing utility bills, processing payments and maintaining customer account information. Has working knowledge of the forms, documents and manuals associated with utility billing activities. Has some knowledge of the principles, methods, and techniques of public administration. Is able to use common office machines, including computer-driven word processing, spreadsheet and file maintenance programs. Is able to compile technical information from a variety of sources and prepare clear and concise reports. Is able to exercise initiative and independent judgment in analyzing and applying standards to a variety of situations. Is able to communicate effectively in oral and written form.

; and to explain utility billing information to customers. Is able to exercise tact, courtesy and discretion in contact with program applicants and clients, and the general public. Is able to exercise discretion in handling confidential files. Is able to establish and maintain effective working relationships as necessitated by work assignments.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and

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prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

Washington County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Washington County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.