



Employment Opportunity CUSTOMER SERVICE REPRESENTATIVE III

(Full-time, 40 hours per week)

Salary: \$3,183—\$3,869 per month

Deadline to Apply: Open Until Filled

DEFINITION

Under general supervision, to perform collection activities and customer billing for the City of Ukiah utility services including electric, water, sewer, garbage and parking permit program; maintain financial records; provide customer service; and perform related duties as assigned.

EXAMPLES OF DUTIES

These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title.

(E=Essential Duty; M=Major Portion of Time)

- ◆ Conduct all phases of collection, notification and legal process relative to the City of Ukiah utility services including electric, water, sewer, garbage and parking permit program. (E-M)
- ◆ Apply City of Ukiah's collection policies and Federal Fair Debt Collection Laws in negotiating payment arrangements and securing contractual agreements of unpaid open and closed accounts in a professional manner. (E-M)
- ◆ Produce and maintain utility billing statements, delinquent letters, collection notices, final notices & disconnect noticing for utility accounts on a weekly basis in compliance with Municipal & State Regulations. (E-M)
- ◆ Answer difficult and complex customer inquiries and complaints over the phone and in person using independent judgment to resolve and report situations. (E-M)
- ◆ Assign accounts to credit bureaus for collection. (E)
- ◆ Prepare filings for small claims court, and appear in court as necessary. (E)
- ◆ Coordinate referrals to and payments from utility assistance agencies on a weekly basis. (E)
- ◆ Maintain statistical records for financial assistance programs and audit utility assistance agencies. (E)
- ◆ Process new service requests, transfers, past due notifications, and utility disconnections within mandated time frames. (E)
- ◆ Maintain and update customer records daily. (E-M)
- ◆ Process returned checks and credit balance refunds.
- ◆ Coordinate service and meter read requests with utility and other finance staff.
- ◆ Analyze, reconcile and process utility meter reading data.
- ◆ Maintain periodic rate increases and decreases.
- ◆ Maintain and reconcile utility deposits.
- ◆ Balance customer payments, adjustments and accounts receivable with the General Ledger.
- ◆ Provide reporting and assistance to other agencies for utility billing, as necessary.
- ◆ Maintain and process photovoltaic accounts.
- ◆ Generate and reconcile varied reports, including online credit card processing.
- ◆ Operate various office machinery such as personal computer, complex billing computer software, mailroom equipment, ten-key adding machine, typewriter, copier, and fax machine. (E-M)
- ◆ Provide back up for CSR I and CSR II positions.
- ◆ Perform other duties as assigned.

KNOWLEDGE OF

- ◆ Intermediate to advance level of Microsoft Office Software (Word & Excel).
- ◆ Business data processing, principles and practices as applied to financial record keeping, bookkeeping and basic governmental accounting.
- ◆ Customer Service relation techniques.
- ◆ State of California Public Utility Code and City Utility Ordinances and Resolutions.
- ◆ Management and research techniques and procedures and methods of report presentation.
- ◆ Modern office practices & procedures including filing & record keeping & operation of standard office equipment.
- ◆ Business arithmetic, including fractions, decimals, percentages and ratios.

ABILITY TO

- ◆ Handle difficult and stressful public contacts in an appropriate and professional manner.
- ◆ Organizing, researching and maintaining office files.
- ◆ Independently and accurately process all phases of utility billing and collection activities.
- ◆ Understand and carry out oral and written instructions.
- ◆ Work in a high activity team environment.
- ◆ Work independently in the completion of assignments.
- ◆ Ability to analyze and evaluate data.
- ◆ Effectively plan, organize and prioritize work.
- ◆ Provide effective functional or project leadership.
- ◆ Demonstrate strong written and verbal communication skills.
- ◆ Work well under pressure to meet established deadlines.
- ◆ Maintain harmonious and cooperative working relationships with other City employees and the public.
- ◆ Operate a computer system for up to 80% of the workday and perform rapid and accurate data entry.
- ◆ Type at least 50 words per minute.
- ◆ Operate a 10 key by touch.
- ◆ Lift up to 40 pounds.
- ◆ Operate office and mail room equipment.

EXPERIENCE AND EDUCATION

Any combination of experience or education equivalent to graduation from high school. Additional coursework in business or work experience in business accounting, computer science or a closely related field preferred. Three years of billing and a strong background in collection experience, preferably in a governmental environment. Computer experience required: Microsoft Word and Excel, intermediate to advance level. Bilingual (Spanish & English) highly desirable.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class C California Driver license.

BENEFITS

Retirement	CalPERS "Classic" members: 2.7%@55 with employee contributing 8% of pre-tax salary. "New" members: 2%@62 with employee contributing 6.75% of salary. The City of Ukiah does not contribute to Social Security.
Medical	The City provides a health insurance contribution of up to \$1,283.82 per month.
Vacation, Sick & Personal Leave, Holidays	<i>Vacation Leave</i> is accrued at 104 hours per year and increases with City service. <i>Personal Leave</i> is provided at 24 hours per fiscal year. <i>Sick Leave</i> is accrued at 96 hours per year with no limit. The City pays for 13 fixed <i>holidays</i> per year, in addition to 1 floating <i>holiday</i> .
Life Insurance	The City pays the premium on a \$10,000 life insurance policy for eligible employees.
Career Step Pay	Employee receives an additional 1% of base pay after 7 years; 2% after 14 years; 2% after 21 years.
Other Benefits	Other benefits include City-paid membership in an Employee Assistance Program (EAP) for employee and eligible dependents; optional participation in supplemental health coverages through AFLAC, optional participation in pre-taxed Unreimbursed Medical and Dependent Care Assistance programs; optional participation in AirMed; and optional participation in Employee Credit Union and Deferred Compensation 457 Savings Plans.

APPLICATION PROCESS

Applications are available at the City of Ukiah, 300 Seminary Avenue, Ukiah, CA, (707) 463-6272 or they may be downloaded at www.cityofukiah.com/jobs. Applications must be filled out completely and received by the Human Resources Department at 5:00 p.m. on the final filing date. Applications will be reviewed by a screening committee and those applicants who appear to be among the best qualified will be selected for the examination process. This process may include a variety of techniques designed to test applicants' knowledge, skills and abilities to perform the duties and responsibilities of the job. An Eligibility list will be established by ranking candidates by their overall score and a selection will be made from the candidates on this list. All employment offers are subject to a City-paid physical examination and a thorough reference and background check.

CITY OF UKIAH CORE VALUES

PROFESSIONALISM

We demonstrate professionalism through proficiency, reliability, and our drive to make opportunities happen.

SERVICE

We inspire confidence in our organization and our team members by consistently providing exceptional service.

TEAMWORK

We believe in creating an environment that fosters teamwork and processes that support equal opportunity, collaboration, and commitment to common goals.

INNOVATION

We work to discover practical solutions, challenge prevailing assumptions, and create new ideas that prove useful.

SAFETY

We strive to keep our community and our workplace safe and healthy.

In accordance with the Immigration Reform Act of 1986, the City must verify, once an employment offer has been made, that all persons have written proof of their right to work in the United States.

In accordance with the Americans with Disabilities Act (ADA), if special accommodations are necessary at any stage of the testing process, please notify the Human Resources Department in advance at (707) 463-6244 so your request may be reviewed prior to the occurrence of the test.

Application materials are available from:

City of Ukiah - Human Resources

300 Seminary Ave

Ukiah, CA 95482

Phone: (707) 463-6272

www.cityofukiah.com/jobs

FINAL FILING DATE: Open Until Filled

The City of Ukiah is an Equal Opportunity Employer committed to building a diverse workforce.

Note: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked.