

JOB DESCRIPTION



CUSTOMER SERVICE REPRESENTATIVE III **(Credit and Collection Emphasis)**

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 schedules in compliance with Municipal and State Regulations for billing statements, delinquent letters, collection notices, final notices, and disconnect instructions for unpaid utility accounts on a weekly basis. (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 accounts, and utility disconnections within mandated time frames. (E)
- Maintain and update customer records daily. (E-M)
- Process returned checks, returned mail and credit balance refunds.
- Coordinate service and meter read requests with utility and other finance staff.
- Analyze, reconcile and process utility meter reading data.
- Apply periodic rate increases and decreases.
- Maintain and reconcile utility deposits.
- Balance customer payments, adjustments and accounts receivable with the General Ledger.
- 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 Utility Clerk, CSR I and CSR II positions.
- Perform other duties as assigned

QUALIFICATIONS

Knowledge of:

- Customer Relations Techniques
- Basic Accounting Principles
- Customer Account Analysis
- Computer Operations
- Microsoft Word & Excel
- City Utility Ordinances and Resolutions
- State of California Public Utility Code
- Federal Fair Debt Collection Laws

Ability to:

- Understand and carry out oral and written instructions.
- Work in a high activity team environment
- Demonstrate strong written and verbal communication skills
- Handle difficult and stressful public contacts in an appropriate and professional manner.
- Work well under pressure to meet established deadlines.
- Operate a computer system for up to 50% of the workday and perform rapid and accurate data entry.
- Type at least 40 words per minute
- Operate a 10 key calculator by touch
- Operate office and mailroom equipment
- Independently and accurately process all phases of billing and collection activities
- Lift up to 40 pounds
- Maintain harmonious and cooperative working relationships with other City employees and the public.
- Apply and adopt established methods to a variety of collection transactions and problems.

Experience:

Three years of billing or collection experience preferably in a utility or government environment. Customer Service experience in a comparable field is acceptable.

Education:

Any combination equivalent to graduation from High School, with additional coursework in business, accounting, computer science, or a closely related field.

Necessary Special Requirement:

Possession of a valid Class C California Driver's License.

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