

City of Oregon City		Position Description
Position: Utility Customer Service Representative		AFSCME Union
Department/Site: Finance – Utility Billing		FLSA: Non-exempt
Evaluated by: Finance Director		Salary Grade: 25

### Classification Summary

The Utility Customer Service Representative serves a regularly scheduled system of routes for reading billable utility meters. Processes and reviews customer accounts receivable for utilities and other services provided by the City. Receives, verifies, and enters accounting transactions including adjustments to customer accounts. Works with customers on the phone, in-person, and on private property to solve service and billing problems.

### Distinguishing Characteristics

The Field Service Representative is a specialized position within customer accounting, which combines meter reading, field service with customers, and accounts receivable processing. Advancement to this position is possible from Customer Accounting Clerk with a demonstrated ability to perform the full range meter and field customer service.

### Typical Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:*

- Performs in-the-field customer service activities, including conducting special meter reading tasks (move in readings, move out readings, re-check readings, etc.), water billing problem solving, in-the-field review of unusual readings, and trimming landscaping away from meters and meter boxes.
- Troubleshoots service leaks. Prepares work orders for other repairs as needed. Digs out dirt and debris from inside the meter box.
- Performs delinquent account processing related activities, including the distribution of “urgent notices” (final notification prior to shut-off for non-payment), and the shut-off and turn-on tasks associated with past due accounts. This often includes attempts to collect past due accounts, meter locating, and meter lock and/or removal if required.
- Processes customer account data and payments and performs calculations related to bills, collections, and adjustments. Posts customer transactions to accounts, assigns codes, and reconciles data. Assists with opening and closing of customer accounts.
- Receives and receipts customer payments. Maintains security of cash, checks and money orders.
- Answers customer inquiries and complaints by telephone, mail and in-person, and on-site, regarding policies and procedures related to bills, rates, charges, and payments.
- Explains procedures to customers. Provides interpretation of procedures, codes, laws, ordinances and regulations according to established parameters.
- Researches, reviews, and analyzes customer account information to resolve issues and problems. Works with the customer to determine alternative actions or settlements. Sets up and monitors partial payment plans.
- Performs other duties as assigned that support the overall objective of the position.

## **Minimum Qualifications**

### **Knowledge**

The position requires specialized knowledge of:

- Practices and terminology of bookkeeping and accounting data entry
- Accounting office clerical procedures and methods for maintaining source documentation files.
- Water distribution systems and working characteristics of water meters
- Cashiering, including knowledge of individual account cash control, receipt, disbursement, and allocation of funds
- Financial transaction policies and procedures governing cash receipts, adjustments, and disbursements.

### **Skills and Abilities**

This position requires the ability to carry out, but is not limited to, the following functions:

- Accurately reading water meters and distinguishing between
- Maintaining a complete set of records and reports consistent with defined requirements
- Interacting with a wide range of contacts with courtesy and patience
- Maintaining confidentiality of customer records and information
- Performing all clerical and record keeping duties of the position including operation of computer software programs designed for customer accounting
- Contributing as a member of a team
- Working productively, cooperatively, and in a solution oriented manner with other teams and external customers
- Conveying a positive image of the City and its services

### **Education, Training, and Experience**

This position typically requires a high school diploma with coursework in bookkeeping or accounting and computer-aided applications, plus two years of experience in a cashier, accounts receivable, or utility maintenance function in a service-oriented industry. Additional education may substitute for some experience.

### **Other Requirements**

- Must pass a criminal background check
- Requires a valid driver's license

### **Working conditions/Physical and Mental Demands**

Requires the ability to stand for extended periods of time, walk up to 400 yards, and manipulate (lift, carry, move) light to medium weights of up to 50 pounds on an intermittent basis. Requires the ability to climb (e.g. ladders), stoop, kneel, and crouch on a regular basis. Requires sufficient hand-eye coordination, hand and finger dexterity including ability to grasp, and visual acuity to operate hand tools, meters, and read technical information. Requires auditory ability to hear voice, equipment sounds

and alarms. Requires near and far visual acuity to read printed materials, moving objects, and observe work-in-progress. Requires speaking ability to carry on ordinary conversations. Requires the ability to work in variable temperature conditions. Work is performed indoors and outdoors where minimal safety considerations exist

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*