

CUSTOMER ACCOUNT REPRESENTATIVE

FLSA Status: Non-Exempt

DEFINITION:

Under direct supervision of the Administrative Supervisor and/or Utility Manager, performs a variety of clerical and accounting duties. Responsible for creating, organizing, reviewing, and evaluating customer accounts, processing of monthly billing, receipt and reconciliation of customer payments, receipt of customer inquiries, and daily balancing of cash drawer.

DISTINGUISHING CHARACTERISTICS: A person at this level is expected to function independently with only minimal supervision and overall guidance.

ESSENTIAL FUNCTIONS: (Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).

1. Clerical duties include typing, data entry and accurate maintenance of customer accounts, services, and meter records.
2. Daily interaction with customers and fellow employees both in person and via telephone, demonstrating a positive attitude with professionalism and appropriate tact in all interactions.
3. Performs receptionist duties including screening telephone calls, greeting public, and dealing with difficult customer situations.
4. Prepare work orders per customer requests to dispatch of Tonopah Public Utilities maintenance personnel, as needed.
5. Preparation and processing of utility billings in a timely manner, monthly and as needed.
6. Ensure timely reconciliations of accounts including accounts receivable balances, cash reconciliations, credit card payment balances, and delinquent customer accounts.
7. Operation of general office equipment to include telephone, computer, copier, and fax.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge and Abilities:

Knowledge of

- Departmental policies and procedures;
- Cash-handling and banking procedures;
- Bookkeeping including accounts payable, accounts receivable, posting, and general ledger;
- Modern office procedures, methods, and computer equipment;
- Basic arithmetic;

Ability to

- Deal effectively with the public;
- Maintain confidentiality of customer information and data;
- Perform technical and clerical accounting work including establishing and maintaining customer records and files;
- Make, maintain, and analyze records on a daily, weekly, and monthly basis for accuracy;
- Maintain a variety of records and prepare routine reports for all billing functions in accordance with good standards of internal control and maximum efficiency;
- Follow written and oral instructions; and
- Type and enter data at a high level of accuracy and speed necessary for successful job performance.

Required Certifications and Licenses:

Valid driver's license or other acceptable means of travel.

Experience and Training:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is:

High School Diploma or equivalent GED and a minimum of 1-year similar work experience required.

Physical and Mental Requirements:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use a keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, reach, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of books, magazines, files, stacks of paper or reports, references, and other materials weighing up to 25 pounds. Some reaching for items above and below desk level. Some bending, reaching, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. Ability to appropriately communicate both oral and verbal, including disseminating and/or interpreting, effectively to both internal and external customers as appropriate. Ability to appropriately handle

stress and interact with others, including supervisors, coworkers, and customers. Regular and consistent punctuality and attendance.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

Work is performed under the following conditions:

Work environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Work is normally performed inside where the lighting is good, and the noise level is generally quiet. Frequent interruptions to planned work activities occur.

Employee's Acknowledgment: I acknowledge that I have read and understand the above job description and have received a copy for my records.

Employee Signature

Date

Print Name