

POSITION TITLE: Utility Specialist I
DEPARTMENT: Finance
FLSA STATUS: Non-Exempt
SALARY GRADE: D
REPRESENTATION: None

GENERAL POSITION SUMMARY:

The Utility Specialist I is responsible for the clerical and accounting functions of the City's municipal utilities. Duties include, but are not limited to, cash receipting and assisting with the public service counter.

ESSENTIAL JOB FUNCTIONS:

- Respond to customer inquiries for all utility billing policies, procedures, and questions.
- Performs collection activities on delinquent accounts; sets up payment plans with customers.
- Process customer account changes, including customer set up and disconnections.
- Process monthly water shut-offs for non-payment.
- Works closely with Public Works field staff in coordinating activities related to utility services requested by customers.
- Work with Utility Specialist II on reviewing, reconciling, correcting and maintaining on monthly basis for all utility accounts receivable accounts and liability accounts to the general ledger.
- Process cash receipts and balance daily cash receipt batches.
- Aids the Court Clerk with processing payments for citations and fines.
- Acts as main receptionist for the City by greeting visitors in person or over the phone, and assists the public by referral to proper agency whenever possible.
- Performs other duties as assigned.
- Establish and maintain positive working relations with coworkers, citizens, and the general public.

JOB SPECIFICATIONS:

High school diploma or GED equivalent required. Minimum two (2) years of experience maintaining records, processing payments, and resolving customer problems. Equivalent combination of experience and training which demonstrates the knowledge, skill, and ability to perform the duties described above.

Necessary Knowledge, Skills and Abilities:

- Excellent customer service skills and ability to effectively communicate on a one-on-one basis with public.
- Must be able to professionally handle angry and disgruntled customers.

- Ability to follow a strict timeline and ensure timely processing of information.
- Knowledge of office software, including word processing and spreadsheets.
- Experience with Tyler Technologies Incode software preferred.
- Bilingual preferred.
- Ability to prioritize workload efficiently and effectively.
- Ability to schedule work time to facilitate accomplishment of deadlines in daily, monthly, annual reporting requirements of the various duties as described.

Special Requirements/Licenses:

- Must be able to obtain and maintain Criminal Justice Information Systems (CJIS) security clearance.
- Possession of/ability to obtain Law Enforcement Data System (LEDS) certification.

SUPERVISION RECEIVED:

Works under the direction of the Finance Director.

SUPERVISORY RESPONSIBILITIES:

This position is not a supervisory position.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Frequently required to sit and talk or listen.
- Required to walk up and down stairs or sit long periods.
- 95% of the work period involves the ability to reach with hands and arms, use hands to finger, handle, operate objects, tools, or controls and must have sufficient hand eye coordination to operate common business equipment.
- Occasionally lift and/or move up to 25 pounds. Reaching, bending, stretching and handling objects as required to file.
- Specific vision abilities required by this job includes close vision and the ability to adjust focus.

TOOLS AND EQUIPMENT USED:

- General office computer/equipment including, but not limited to, keyboard, computer software, 10-key calculator, document scanning program, copier, fax machine, calculator, and telephone.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting in well-lighted, temperature-controlled office environment.
- The noise level in the work environment is usually quiet with frequent interruptions. Customer contact is high. These interactions may reach moderate noise levels.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.

Tyler Deems
Deputy City Manager

Adopted: 07/22/2022

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee

Date