

**POSITION DESCRIPTION
CITY OF GREENSBURG, INDIANA**

POSITION: Assistant Manager/Lead Customer Service Representative
DEPARTMENT: Water/Sewage Utility
WORK SCHEDULE: 7:00 a.m. - 4:00 p.m., M-F
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: December 1996

STATUS: Full-time

DATE REVISED: September 2016

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Greensburg provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Assistant Office Manager/Lead Customer Service Representative for the Water/Sewage Utility Department, responsible for assisting in processing utility billings, maintaining customer accounts, and assisting the Utility Billing Office Manager, and the public.

DUTIES:

Answers telephone and greets office visitors, providing information and assistance, taking messages, or transferring/directing to appropriate individual or department.

Assists with sorting and opening mail daily, and processes payments received, including reviewing checks for accuracy, totaling and reconciling checks and billing forms, posting receipts on computer, and preparing and making bank deposits. Investigates and processes returned checks as needed, posting debits to accounts and sending notices to customers.

Maintains water consumption records, including entering on computer from Meter Reader route books, calculating and posting adjustments, converting commercial readings from gallons to cubic feet, determining customer high and low consumption, notifying Meter Readers and customers of unusually high consumption, and adjusting accounts for underground leaks as needed. Uploads and downloads data to and from hand held devices and laptops for readings.

Establishes new customer accounts, including assisting with and filing applications, receiving and posting meter deposits in contract book and on computer, and assigning account numbers. Processes final customer bills, including entering forwarding addresses on computer, applying meter deposits to customer accounts, and mailing final bills or refund checks.

Prepares and processes work order forms for field personnel as needed, such as meter installation, testing and removal.

Assists in processing Department payroll, including posting time cards to payroll sheet, entering hours on computer, preparing/printing voucher, obtaining Clerk-Treasurer's signature, and stuffing envelopes with paychecks. Maintains personnel files.

Prints and disburses/deposits various payroll-related checks, such as FICA, county, state and federal taxes, direct deposits, and prepares/prints related periodic reports, such as monthly/quarterly/annual payroll, quarterly unemployment and PERF, and annual W2 forms. Prepares and processes claims for payment of employee insurance premiums monthly.

Prepares and processes water/sewage utility bills monthly, including printing, reviewing and balancing preliminary reports, making account adjustments on computer, printing and mailing bills. Prepares/prints delinquent notices, including 30-day mailer and door-hanger notices. Prepares payment agreements as needed. Notifies customers by phone of disconnect for non-payment of delinquent bills and availability of requested phone numbers.

Maintains meter installation records according to Indiana Regulatory Commission requirements, including entering in meter book, monitoring age and consumption, and notifying Meter Readers to test and/or replace as required. Compiles annual statistics as required.

Performs various clerical duties, including, but not limited to, data entry, and preparing, typing, printing, and filing various documents as assigned or as needed.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Working knowledge of Department policies and procedures, and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of basic bookkeeping principles and ability to perform arithmetic calculations, maintain various financial records and prepare related financial reports as required.

Working knowledge of standard English grammar, spelling and punctuation, and ability to compose/ prepare correspondence as assigned.

Ability to properly operate a variety of standard office equipment, including computer, printer, telephone, fax machine, typewriter, copier and calculator.

Ability to comply with all employer and Department personnel policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to provide public access to or maintain confidentiality of Department information/records according to state requirements.

Ability to effectively communicate orally and in writing with co-workers, other City departments, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and work rapidly for long periods, occasionally under time pressure.

II. RESPONSIBILITY:

Incumbent performs a variety of bookkeeping, reception and clerical duties according to a flexible, customary routine, with priorities determined by supervisor and service needs of customers. Work is reviewed for technical accuracy and adherence to instructions/guidelines. Errors in incumbent's work are usually prevented through procedural safeguards and are readily detected through standard bookkeeping checks. Undetected errors may result in loss of time for correction and/or loss of money to the department or customers.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other City departments, and the public for the purpose of exchanging and explaining information, resolving customer account discrepancies, and arranging payment plans.

Incumbent reports directly to Manager.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and at a service counter, involving sitting for long periods, standing for long periods, keyboarding, speaking clearly, hearing sounds/communication, handling/grasping objects, and close vision.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Assistant Manager/Lead Customer Service Representative for the Water/Sewage Utility Departments describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes_____ No_____

Applicant/Employee signature

Date

Print or Type Name