



## Customer Account Technician Water System-Customer Service

WCS/8-189

### JOB SUMMARY

This position is responsible for performing a variety of financial and non-financial tasks in order to help guarantee Water System revenues.

### MAJOR DUTIES

1. Opens mail, sorts, scans payment images and processes payments.
2. Prepares water bills for mailing; corrects postal addresses; transports bills to post office.
3. Maintains and creates records on volume of incoming mail, total payment amounts received and billing deposits, and other financial amounts.
4. Maintains and services mailroom equipment.
5. Requests checks for postal accounts from accounting department.
6. Creates and processes stopped meter work orders.
7. Requests purchase orders for the purchase of office and mailroom equipment supplies contacts vendors for the purchase of supplies.
8. Applies postage to out-going mail; includes certified mail and mailing of time sensitive water samples.
9. Daily afternoon courier; sorts and distributes incoming department mail.
10. Types and mails correspondence.
11. Contacts customer regarding payment errors.
12. Creates and posts daily deposits; completes manual deposits as needed.
13. Tracks and maintains mailroom inventory items, equipment service calls and special conditions processing file flagged for cut off.
14. Checks the validity of debit account after importing daily payment posting file.
15. Writes thorough reports on daily activity with clear and reliable data; includes all payment postings, rinted utility bills, mailed bills, pulled bills, mailroom inventory and mileage sheets.
16. Requests maintenance on assigned county vehicle as needed.
17. Provide solutions to any relative equipment problems.
18. Performs other related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting and billing operations.
2. Knowledge of Water System operations, policies, and procedures.
3. Knowledge of county policies and procedures.
4. Knowledge of modern office practices and procedures.
5. Knowledge of department utility billing system.
6. Knowledge of computers and job-related software programs.
7. Skill in oral and written communication.
8. Skill in planning and meeting deadlines.

### SUPERVISORY CONTROLS

The Water Customer Support Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include department standard operating procedures. These guidelines are generally clear and specific but may require some interpretation in application.

### **COMPLEXITY/SCOPE OF WORK**

- The work consists of payment posting, mailing of utility bills, and other related duties in the completion of Water System's Billing Operations. The volume of work to be completed and the need for accuracy contributes to the complexity of the position.
- The purpose of this position is to participate in the Water System's billing operations. Success in this position contributes to the efficiency of Water System operations.

### **CONTACTS**

- Contacts are typically with co-workers, bank representatives, postal employees, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; and provide services.

### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and heavy objects.
- The work is typically performed in an office.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

### **SPECIAL CERTIFICATIONS AND LICENSES**

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

### **ADA COMPLIANCE**

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

### **HIPAA COMPLIANCE**

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

### **DRUG AND ALCOHOL COMPLIANCE**

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

### **MINIMUM QUALIFICATIONS**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.