



## Account Service Analyst Water System

WCS/9-260

### JOB SUMMARY

This position is responsible for utility billings and analytical functions related to Water System utility billing operations.

### MAJOR DUTIES

1. Monitors AMI Enhanced Monitoring Program through tracking of meter data management system alerts related to orphans and no-read reports, trouble tickets, High/Low validation reports, communication failures, recurring errors, constant water consumption.
2. Generates, monitors and reviews status of work orders and takes action to ensure close-out per requirements.
3. Analyzes and resolves AMI Meter Data Management System issues. Assists assigned staff with complex/problem situations and provides technical expertise.
4. Exports and imports data from meter data management system and computer reading equipment.
5. Maintains multiple billing files through meter change outs.
6. Creates and processes meter related service orders for troubleshooting issues.
7. Creates billing, penalty, and reading calendars.
8. Generates, maintains, and posts water billings.
9. Prints water and sewer bills for active and final services.
10. Creates scans and maintains electronic billing documents.
11. Creates and maintains excel spreadsheets on usage reports.
12. Contacts customer regarding billed usage issues and metering issues.
13. Types and mails correspondence letters for metering issues, billed usage issues, and payment concerns.
14. Enters adjustments to customer accounts.
15. Prepares monthly activity reports.
16. Performs other duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting and utility 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 billing system.
6. Knowledge of computers and job-related meter data management systems, utility billing software and general office software and programs.
7. Skill in oral and written communication.
8. Skill in planning and meeting deadlines.

### SUPERVISORY CONTROLS

The Division 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 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 utility billing related duties. 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, 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**

- 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.
- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.