



UTILITY ACCOUNT REPRESENTATIVE I

165

DEPARTMENT: James City Service Authority/Customer Service

NATURE OF WORK:

Performs responsible administrative and fiscal work assisting new and existing customers in JCSA's water/sewer connection and billing processes.

Duties are performed under the general supervision of the Utility Account Supervisor.

ESSENTIAL FUNCTIONS OF THE JOB:

Checks and processes billing of customers for water and/or sewer service provided by JCSA. Identifies problem accounts and takes action to rectify errors.

Updates JCSA and HRUBS customer database through use of computer terminals and phone contacts with HRSD.

Follows up on accounts with special arrangements on HRUBS system.

Monitors billing reconciliation reports; activate/inactivate at time late notices are run any accounts with extended due dates - manually add late charges if not paid by extended due date and force into cut-off system as required.

Determines applicable fees, types applications and accepts/receipts payment for water/sewer connection; writes receipts; initiates work order for installation of service answers questions from customers regarding prices and policy for installation of service.

Receives, responds to, and resolves a wide variety of customer complaints and questions concerning water/sewer service; to include customer accounts, bills, service, connections, disconnections, policies or procedures.

Answers questions from customers regarding complaints and questions concerning water/sewer service; to include customer accounts, bills, service, connections, disconnections, policies or procedures.

Receives completed work orders from service crews on a daily basis, enter pertinent data into computer system for billing purposes.

Ensures billing activities are processed accurately and bills showing irregular consumption are reviewed and check as appropriate.

Uploads/downloads routes from minicomputer to PC for meter readers reviews reports after meters read for action (letters regarding possible leaks, rereads, dogs, locked gates).

Computes applicable late fees on delinquent accounts.

Enters water consumption data from reports received from Sydnor for sewer billing, verifies data input. Loads Newport News consumption tapes at Data Processing for run; determines whether to load/not load consumption tapes enters consumption data for New/Final accounts manually; reviews reports for changes of service called to Newport News Waterworks, but not called to JCSA.

Creates files for electronic transfers of data to HRSD of information for current billing cycle.

Initiates vouchers for refunds, overpayments, deposit refunds (deposits held after two years for customers with good payment history), credit balances.

Notifies property owners each time tenant initiates service of owner liability if tenant leaves bill owing, in accordance with State Code and notifies property owners each time tenant vacates property and supplies copy of final billing.

Reviews problems with irregular consumption, and identifies and determines resolution.

Retrieves billing/consumption information from computer and other sources for information/history used in determination of billing problems.

Determines estimated readings and consumption of bills in current billing periods when meters are inaccessible in accordance to JCSA Regulations. Composes correspondence to customers explaining situations regarding bills that must be estimated.

Researches and resolves problems through a variety of methods requiring in-depth knowledge of JCSA operation and requiring independent judgment.

Receives/writes work orders for new service, changes in service and problem investigation; transmit applicable work orders to ship through PC based automated work order system.

Follow through on work orders; contacts contractors if problem; monitors progress with shop.

Provides forms annually to customers with sub-meters; monitors consumption on sub-meter against billing cycle usage.

Prepares adjustment forms to correct discrepancies in customer accounts; prepares adjusted bills; communicates this information with outside agencies.

Monitors Code Compliances files of final water/sewer inspections so customers can be activated in Utility Billing System.

Recommends changes to Utility Regulations/Utility Billing System based on customer complaints or office need.

Operates two-way radio to provide requested facts and information to appropriate work crews.

Follows up on customer inquiries by phone/written correspondence to confirm charges, procedures, or other situations.

Enters data on computer terminal to make changes to pertinent customer billing information.

Bills account charges/deposits on new accounts; tracks payments; sends appropriate second notices.

Computes and prorates billing adjustments and refunds in event of underground leaks or other situations causing unduly large water/sewer bills within scope of authority. Researches past history and makes recommendations to supervisor on billing problems in complex situations

Reviews aged accounts receivable reports and makes recommendations of accounts to be written off.

Researches billing history for customer in event of questions; responds by phone/correspondence.

Negotiates with customer on extension of billing with customer request.

Bills for bulk water purchases on monthly basis.

Determines and collects fees for other agencies (Newport News Waterworks, HRSD) and transmits funds to agencies.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports and unsafe work condition or practice to supervisor.

Performs other duties as assigned.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office setting. Work involves frequent contact with the public, often dealing with unpleasant circumstances. Due to the nature and volume of calls and inquiries, work can become demanding and stressful. Operates office equipment to include telephone, computer keyboard, adding machine/calculator, copy machine, two-way radio, and HRUBS cashiering system.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of office system practices.

Thorough knowledge of basic mathematical calculations.

Some knowledge of bookkeeping terminology and methods.

Strong computer skills required including Windows applications.

Ability to communicate tactfully and effectively both orally and in writing.

Ability to interpret and explain data effectively.

Ability to read and understand complex written material and instructions.

Ability to exercise appropriate judgement in establishing priorities and work methods.

Ability to establish and maintain effective work relationships with other employees and general public.

Ability to establish and maintain record-keeping systems as needed.

Ability to research information and compile reports and correspondence as assigned.

Ability to resolve problems and complaints and deal with irate customers effectively.

Ability to understand and interpret policies and procedures.

Ability to work independently requiring minimal supervision.

MINIMUM QUALIFICATIONS:

High school diploma, preferably supplemented by college level courses in bookkeeping, accounting or business management; and 3 years experience in accounting, bookkeeping or statistics to include experience involving public contact and customer service; minimum of one year's experience on personal computer with demonstrated ability to learn more complex software; or any equivalent combination of acceptable education and experience providing the knowledge, skills, and abilities cited above.

Date: June 2006

UtilityAcctRepI.165_102_01

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Utility Account Representative I Position Number: 165
Department: JCSA Division: Customer Services

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to Acatch on@ or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other: HRSD, _____
Meter Readers
- Not essential to job functions

2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to visualize objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- Use telephone
- Use switchboard
- Use radio/console
- Use a calculator
- Use a copy machine
- Use a fax machine
- Manipulate computer keyboard and mouse
- Use postage machine
- Use hand tools
- Use power tools
- Other: _____
- Not essential to job function

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. Strength: The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check () in appropriate boxes below.

| Ability to manipulate materials and/or equipment (lbs) | | | | | | | Frequency of Manipulation | | |
|--|---|------|-------|-------|-------|----|---------------------------|------------|--------------|
| | 5 | 5-10 | 10-15 | 15-25 | 25-50 | 50 | Occasionally | Frequently | Continuously |
| Lift | | | | | | | | | |
| Push/Pull | | | | | | | | | |
| Hold/Carry | | | | | | | | | |

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. Climbing: To move up or mount by using the hands or feet.

Ladders

Stairways

Steps

- | | | |
|--|--|--|
| <input type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function |

3. Ability to Stand, Sit, Walk, and Run:

Please check () in appropriate boxes below.

| | Duration (hours/day) | | | | | | Occasionally | Frequently | Continuously |
|--------------|----------------------|-----|-----|-----|-----|---|--------------|------------|--------------|
| | 0-1 | 1-3 | 3-5 | 5-7 | 7-9 | 9 | | | |
| Stand | | | | | | | | | |
| Sit | | | | | | | | | |
| Walk | | | | | | | | | |
| Run | | | | | | | | | |

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

| Transmission | Standard | Automatic | Multi-Gears |
|-------------------------------|--------------------------|--------------------------|--------------------------|
| Car | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Van | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Small Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medium Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Large Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Truck w/Equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Heavy Bus Equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Not essential to job function | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (list) _____ | | | |

Date: June 2006

UtilityAcctRepI.165_102_01