



POSITION ANNOUNCEMENT

POSITION TITLE: Customer Service Clerk/Billing Assistant

SALARY RANGE: \$27,955 - \$40,830

CLOSING DATE: November 20, 2009, at 5:00pm

Interested candidates must complete and submit a Roy City Application, Resume', and all required Certificates, to the Roy City Human Resources Office, 5051 South 1900 West. Applications may be downloaded at www.royutah.org.

BENEFITS:

Roy City provides a challenging and pleasant work environment as well as an excellent benefits package which includes: medical insurance, life insurance, long term disability, flexible benefits plan, employee assistance program, fully paid Utah State Retirement Plan and 401(a), 12 days of holiday per year, 6.75 days paid vacation per year (increasing w/ years of service), 12 days of sick leave per year, Complex and Aquatic Center family memberships, plus more.

DRUG FREE WORK PLACE / EOE / ADA

GENERAL PURPOSE

Performs a variety of **full performance, routine and complex clerical** duties as needed to expedite the receiving and receipting of city revenues; provides first contact, customer service over-the-counter and on the telephone, and serves as assistant billing clerk/city treasurer.

SUPERVISION RECEIVED

Works under the general supervision of the Utility Billing Supervisor.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Provides first point of contact to City customers for service and assistance at the counter and over the telephone; prepares paperwork for new resident sign-ups, service changeovers, and service terminations; provides various types of information concerning city and surrounding areas through presentation of the

new resident packet; receives and processes orders and cancellations of garbage totes; provides follow through on orders, complaints, damages, etc.

Receives and receipts various payments; collects and receipts payments for utility billings, building permits, business licenses, dog licenses, recreation fees, parking tickets, ambulance fees, fines, fees, classes and other city programs and services; may assist with daily processing of payments-by-mail and drop box payments and reconciles to report; daily updates cash receipts journal; forwards receipts copies to various departments.

Responds to questions and assists customers in resolving problems and complaints; provides general information based upon city policy and past practice. Maintains supplies at the front counter; files routine and new customer and terminated customer cards.

Performs essential collection procedures on returned checks including issuance of letters, phone call follow-up to customers and bank; calculates and attaches service charges according to city practices and guidelines. Performs collection procedures on final billings; monitors noted items for delinquencies, partial payments or prepayments; sends delinquency notices; mails follow-up notices; provides telephone contact with collection accounts to give customer opportunity to make good on the obligation or set up a payment plan; coordinates and cooperates with various collection agencies as needed to secure payment.

Oversees scheduling of park reservations including annual compilation of book and calendars; processes requests for refunds.

Provides assistance to the utility billing supervisor as needed; including, filing, preparing paperwork, and data entry. When requested, loads meter information into the handheld meter reading machines. Downloads information obtained by meter readers into the billing software. Assists in preparing the bi-monthly shut-off schedule; performs radio communications with outdoor crew and meter crew for shut-off's and reconnections. In the absence of the utility billing supervisor, completes month end billing and preparation of statements.

Serves as back-up to the City Treasurer. Counts and balances Finance cash drawers, counts and receipts Recreation, Court, Complex, and Aquatic Center monies. Prepares deposits and takes daily deposit to the bank.

Secures daily receipts in vault.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:
 - a. Graduation from high school;
AND
 - b. One (1) year of responsible experience related to above duties;
OR
 - c. An equivalent combination of education and/or experience.

2. Essential Functions Knowledge, Skills, and Abilities:

Some knowledge of general office maintenance and practices; utility billing and collection procedures and processes; operation of computer terminal in utilizing various software programs related to word processing, spreadsheet and data base management, Caselle software; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations.

Ability to communicate effectively, verbally and in writing; communicate effectively with irate customers; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate personal computer in utilizing various programs to produce or compose formal documents, reports and records; operate standard office equipment; prioritize work load and switch from routine to routine easily; develop effective working relationships with supervisors, fellow employees, and the public.

3. Special Qualifications:

- a. Type 50 wpm.
- b. Basic computer knowledge.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing, and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving.

VISIT US AT OUR WEBSITE: www.royutah.org