



CUSTOMER SERVICE & UTILITY BILLING SPECIALIST MON – FRI 8AM – 5PM (1 HR LUNCH)

HIRING SALARY: \$35,774 - \$53,661 DOQ

GENERAL STATEMENT OF DUTIES:

Performs administrative and data processing work in the collection of utility bills and other revenues; performs related duties as required.

DISTINGUISHING FEATURES OF THE CLASS:

Employees in this class are responsible for activities which involve handling customer inquiries relating to utility billing and general service; collection of utility bills and other revenues, and coordination with the field services functions. Work involves public contact functions and coordination with other departments within the City's organizational structure. Considerable tact and courtesy are required in the public and internal contact functions. Work is performed under the regular supervision of the Finance Director/Deputy Finance Director and is evaluated by review of appropriate records and reports and accuracy and thoroughness of assigned responsibilities.

ESSENTIAL JOB FUNCTIONS:

- Collects a variety of payments by mail and internet;
- Processes Cash Receipt/Collections and all forms of tender;
- Assists in monthly utility billing;
- Answer office phone and manage general inquiries;
- Assist with set up of new customers; new utility service/disconnections;
- Provides clerical support as necessary;
- Performs all other duties as assigned;

JOB RELATED PHYSICAL ACTIVITY REQUIREMENTS:

This position involves sedentary work required the employee to exert up to 10 pounds of force occasionally and less force frequently to move objects. Physical activity related to this position may include reaching, standing, fingering, grasping, talking, hearing, and repetitive motions. Sufficient visual acuity is required to prepare and analyze data and figures and use a computer terminal. An employee in this position is not substantially exposed to adverse environmental conditions.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of local policy and state statutes regarding utility billing and utility customer services; working knowledge of standard operation practices involved in modern office operation and serving the public; working knowledge of computer operations; some knowledge of generally accepted governmental accounting procedures; some knowledge of bookkeeping terminology, methods, procedures and equipment ability to deal effectively with the public in a tactful and effective manner;

ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer oriented operation; ability to operate calculator, computer terminal, and related office equipment; ability to communicate effectively in oral and written forms.

ACCEPTABLE EXPERIENCE AND TRAINING:

Graduation from high school and two years' experience in customer service and data processing; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HOW TO APPLY:

Submit application with resume online at www.cityofbelmont.org or mail application with resume to:

City of Belmont

Attn: HR Dept.

PO Box 431

Belmont, NC 28012

Pre-Employment Drug Screening is Required.

The City of Belmont is an Equal Opportunity Employer