

ACCOUNT SERVICES REPRESENTATIVE I

DEFINITION:

Under direction, the incumbent performs a variety of clerical and fiscal support duties involving financial transactions and record keeping including cashiering, accounts receivable, licenses, utilities billing, and citations; responds to general requests and inquiries; and does other related work as required.

ESSENTIAL JOB FUNCTIONS:

The following duties are essential for this entry/journey level position. As experience is gained, incumbents are expected to perform the full scope of duties as assigned with increasing independence. Duties may include, but are not limited to: maintain files and logs; check and tabulate statistical and financial data; assist customers and employees by providing information, explaining procedures, and answering questions and concerns in person or via the phone; collect and process revenue; open, sort, and verify payments; operate cash register; open and distribute the mail; verify accuracy of invoices, and payments; follow established procedures to ensure timely follow-up on past due receivables; accept and process business licenses; input and print renewals and new licenses; maintain records; accept and write receipts for fees; issue licenses and permits; process orders for initial installation of water service, meters, sewer connections, and changes in billing; coordinate with field personnel and communicate with other departments; and provide intermittent relief for the City's receptionist. May be required to work shifts, weekends, and/or holidays

QUALIFICATIONS:

Training and Experience: Requires an Associate of Arts degree-AND-one year of customer service and clerical experience including some record keeping OR three (3) years of related experience may be substituted for the Associate of Arts degree.

Experience dealing with the public and handling cash is desirable.

Knowledge, Skills, and Abilities: Requires working knowledge of basic mathematical principles, record keeping practices and procedures, and modern office practices, procedures, and equipment; skill in operating a 10 key calculator by touch, personal computer, Microsoft Word and Excel software programs and other office equipment; and the ability to communicate effectively orally and in writing; use sound judgment; working with numbers and data; and work cooperatively and effectively with others.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

While performing the duties of this job, the employee is frequently required to sit and talk or listen; occasionally required to walk; use hands to operate, finger, handle, or feels objects, office machines; and reach with hands and arms. Must occasionally lift and/or move up to 25 pounds. Specific vision abilities include close vision and the abilities include close vision and the ability to adjust focus. The noise in the work environment is usually moderately quiet.