



Job Description

Utility Account Specialist

Pay Grade: 05

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required: One (1) year experience in an office setting.

Minimum Education Requirements: High School Diploma or G.E.D.

Direct Supervisor: Utility Account Specialist Supervisor.

Supervisory Responsibility: No

Primary Work Location: Office Setting.

Certification: Valid State of Missouri driver's license.

Job Summary: Performs a variety of clerical, accounting and customer service activities in support of the utility functions for the City of Nixa.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Serve as receptionist to utility functions, answer phones and greet customers.
- Provide customer assistance to the public concerning questions with utility billings, schedule utilities hook-ups, disconnects, and take information regarding utility locates by phone.
- Assist walk-in customers with paying of utility bills and take applications for new utility services.
- Apply utility payments received to individual accounts by entering data into computer system.
- Review and try to resolve any discrepancies with meter readers at time of reading.
- Respond to customer complaints by phone or in person, and route calls to appropriate person for final resolution.
- Compute, prepare, and send out statements for utility services.
- Enter usage amount on utility accounts into computer, establish, update, and maintain utility billing accounts for all customers, ensure final billings are arranged for residents who are leaving the area, and that proper credits or billings are sent to them as quickly as possible.
- Compute and prepare all past due notices. Assist supervisor in scheduling special payment arrangements, contact severely past due accounts for collection, and schedule disconnects for non-payment.
- Complete all energy assistance reports and works with state and local agencies with assistance programs.
- May assist with other records processing, filing, copying of records, or other general clerical functions as requested to support the department.
- Effectively perform as a member of the team in carrying out the City's organizational development plan philosophy.
- Perform other tasks and duties assigned by supervisor.



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Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- General office practices and procedures and cashiering.
- Formats for correspondence, reports, and records files.
- Municipal services provided by unit to which assigned.
- General accounting.

Skills

- Following oral and written instructions, policies, and procedures.
- Establishing and maintaining effective working relationships with other staff, and members of the public.
- Excellent customer service skills and courteous interaction with the public.
- Operating a variety of office equipment, including computer terminal, printer, calculator, fax, typewriters, and copier.
- Analytical and mathematical computations.
- 10-key operation.
- Typing 40 wpm NET.

Abilities

- Lifting no more than 25 pounds; lifting items above head.
- Stooping and bending.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.



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Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date