

CITY OF SALINA
POSITION DESCRIPTION

CLASS TITLE: Customer Account Rep. **GR:** 102 **FLSA:** Non-Exempt **DATE:** 09/06/2023
DEPARTMENT: Finance **DIVISION:** Customer Accounting
REPORTS TO: Customer Acct. Super. **APPROVED:** _____ **JOB CODE:** 3036

GENERAL DESCRIPTION:

Under general supervision; explains departmental policies to customers; performs billing procedures and financial record keeping; serves as cashier in utility customer service unit. Work varies, exercises limited judgement within prescribed standards and procedures allowing for some leeway for discretion and independent action.

TYPICAL DUTIES:

- Maintains and balances the water customer accounting records.
- Prepares and enters data in the computer for customers; receives customer service requests and enters into computer.
- Answers inquiries and provides customer service in-person and via telephone.
- Prepares water customer accounting financial statements; makes deposits, reconciles cash drawers; routinely handles a large amount of money.
- Performs overtime as needed and other duties as assigned.

SUPERVISION - RESPONSIBILITY FOR WORK OF OTHERS:

None.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

Any combination of education and experience equivalent to the following:

- High school diploma or G.E.D.
- Two (2) years of experience in bookkeeping, customer service or clerical work preferred.
- Must have excellent telephone communication skills & the ability to handle multiple tasks in a busy office.
- Ability to type minimum of 40 wpm.

RESIDENCY REQUIREMENTS:

None.

ESSENTIAL JOB FUNCTIONS:

Establish and maintain effective working relationships with fellow employees, officials and the public. (Daily)

Post to and maintain accurate accounting records on a timely basis in accordance with established procedures. (Daily)

Type accurately at or above 40 words per minute. (Daily)

Enter customer account data in billing system accurately and efficiently. (Daily)

Organize files and maintain accurate records. (Daily)

Provide supervisor with reports in a timely manner. (Daily)

PHYSICAL DEMANDS OF ESSENTIAL JOB FUNCTIONS:

Work Type: Light, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

PHYSICAL DEMANDS OF ESSENTIAL JOB FUNCTIONS (CONT'D):

Climbing/Balancing: Minimal, ability to sit and stand.

Walking: Minimal amount required.

Stooping/Bending: Frequently.

Stand/Sit: Sit about 75 percent of the time.

Reaching: Occasional, overhead as well as horizontal.

Vision: Adequate to perform essential job functions.

Color Vision: Adequate to perform essential job functions.

Hearing: Adequate to perform essential job functions.

Speech: Frequently express ideas and be understood.

Eye/Hand/Foot Coordination: Frequently operates equipment requiring moderate ability.

Manual Dexterity: Frequently operates equipment requiring moderate ability.

ESSENTIAL JOB FUNCTION EXPOSURES:

Inside/Outside: Work inside.

Cold/Heat: Controlled.

Wet/Dry: Controlled.

Noise/Vibrations: Office equipment.

Hazards: None.

Fumes/Dust/Odors: Minimal exposure.

Infectious Diseases: Low exposure.

MENTAL REQUIREMENTS OF ESSENTIAL JOB FUNCTIONS:

Ability to listen and apply information and instructions.

Ability to understand and apply mathematical concepts accurately.

Ability to read and comprehend written material.

Ability to organize files and effectively retrieve data.

Ability to work under some stressful conditions and meet deadlines.

MACHINES, TOOLS, EQUIPMENT AND WORK AIDS USED:

Computer, copy machine, fax machine, inserting machine, printer, telephone, and ten-key calculator.

REMARKS:

The above position description is intended to describe the duties of an employee in general terms and does not necessarily describe all of his/her duties.