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Brooke Haney

City Manager
Michael E. Parks

City Council
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CITY OF AUBURN, GEORGIA
JOB DESCRIPTION

Job Title: Customer Service and Accounts Receivable Specialist
Department: Finance
Reports To: City Accountant
FLSA Status: Non-Exempt
Employment Status: Full-Time

POSITION SUMMARY

The Customer Service and Accounts Receivable Specialist serves as a primary point of contact for residents, businesses, and other members of the public conducting business with the City. The position provides customer assistance in person, by telephone, through email, and through other approved communication methods regarding utility services, customer accounts, payments, fees, property taxes, service requests, and general City services.

The position is responsible for establishing and maintaining utility accounts, processing service connections and disconnections, accepting and posting payments, researching customer concerns, recording service requests, and assisting customers with routine billing and account matters. The position also performs accounts receivable, cash-receipt, deposit, reconciliation, utility-billing, and general Finance Department support functions.

Approximately 70% of the position is dedicated to customer service, utility-account administration, and related clerical support, with approximately 30% dedicated to accounts receivable, payment processing, reconciliation, and other financial support duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service and Utility Account Administration

Approximately 70%

- Provides courteous and professional customer service to residents, businesses, vendors, and members of the public in person, by telephone, through email, and through other approved communication methods.
- Serves as a primary point of contact for general public inquiries involving utility services, customer accounts, payments, fees, property taxes, and other City programs and services.
- Responds to questions regarding account balances, billing activity, payment history, penalties, deposits, adjustments, service requirements, and City policies and procedures.
- Assists customers with establishing, maintaining, transferring, or closing utility accounts.
- Processes requests for utility-service connections and disconnections in accordance with City policies and procedures.
- Updates and maintains customer information, service addresses, mailing addresses, contact information, account status, and other records within the City's financial and utility-billing systems.
- Researches customer concerns and assists with resolving routine billing, payment, deposit, meter-reading, and account discrepancies.
- Explains applicable City rates, fees, penalties, deposits, payment requirements, and utility-service procedures.
- Accepts customer payments, provides receipts, and supplies account information within the employee's authorized level of access.
- Processes routine account adjustments, water-leak adjustments, deposit refunds, returned payments, and related customer correspondence as authorized.
- Records incident reports, service requests, and customer concerns and forwards them to Public Works or the appropriate City department for response.
- Communicates follow-up information to customers when appropriate and monitors unresolved matters within the position's assigned responsibilities.
- Assists customers experiencing difficult or sensitive account situations while maintaining professionalism and consistently applying City policies.
- Directs inquiries requiring specialized assistance or management approval to the appropriate department or employee.
- Assists with month-end utility-billing activities, including post-billing procedures and the application of authorized penalties.
- Assists with meter-reading processes, including loading handheld equipment and importing or exporting meter-reading data when assigned.
- Maintains master meter-reading information and assists with processing meter changes and related utility-system updates.
- Reviews utility-account records for missing, unattached, or inconsistent service-location information and makes or requests appropriate corrections.
- Maintains property-tax and utility-billing account information as assigned.
- Provides general clerical and administrative support, including data entry, filing, scanning, document preparation, correspondence, records maintenance, and mail distribution.
- Assists with ordering and maintaining office supplies when assigned.
- Provides backup coverage for Finance Department and customer-service operations as needed.

Accounts Receivable and Financial Support

Approximately 30%

- Performs accounts receivable functions for the City, including processing and maintaining receivables, payments, adjustments, refunds, and supporting financial records.
- Receives, records, and posts payments and other financial transactions accurately and promptly.
- Collects payments on behalf of City departments in accordance with established policies and internal controls.
- Maintains daily cash-receipt records and assists with the preparation of cash deposits.
- Balances and reconciles payment activity, cash receipts, deposits, and related financial records.
- Assists with maintaining customer and accounts receivable records within the City's financial systems.
- Assists with monitoring outstanding balances and collection activities involving amounts owed to the City.
- Processes returned or nonsufficient-funds payments, including account updates and customer correspondence.
- Researches discrepancies involving payments, account balances, deposits, adjustments, or other financial activity.
- Assists with preparing daily receivable reports, activity registers, adjustment reports, consumption reports, deposit-refund reports, and other assigned financial reports.
- Prepares and maintains spreadsheets, correspondence, transaction records, reports, and supporting documentation.
- Assists with daily, monthly, and year-end Finance Department processes.
- Maintains financial and customer records in accordance with City policies, records-retention requirements, and applicable laws and regulations.
- Protects confidential financial, customer, and personally identifiable information.
- Provides general accounting and administrative support to Finance Department personnel.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of customer-service principles and practices.
- Knowledge of basic bookkeeping, accounting, cash-handling, and accounts receivable practices.
- Knowledge of general office methods and procedures, including filing, recordkeeping, reporting, and document maintenance.
- Ability to communicate clearly, courteously, and professionally, both verbally and in writing.
- Ability to work effectively with customers who may be confused, dissatisfied, or experiencing difficult financial or service-related circumstances.
- Ability to explain policies, procedures, rates, fees, account activity, and payment requirements in an understandable manner.

- Ability to accurately receive, process, record, balance, and reconcile payments and other financial transactions.
- Ability to perform basic mathematical calculations and identify discrepancies in financial or customer-account information.
- Ability to maintain complete and accurate financial, utility, property-tax, and customer records.
- Ability to learn and consistently apply City policies, procedures, rates, fees, and service requirements.
- Ability to operate computers, payment-processing equipment, telephones, and standard office equipment.
- Working knowledge of Microsoft Office applications and the ability to learn financial, accounting, utility-billing, meter-reading, and records-management software.
- Ability to compose routine business correspondence using proper spelling, grammar, punctuation, and professional formatting.
- Ability to handle confidential and sensitive customer and financial information appropriately.
- Ability to organize work, manage frequent interruptions, prioritize competing responsibilities, and meet established deadlines.
- Ability to work independently while also contributing effectively as part of a team.
- Ability to establish and maintain effective working relationships with customers, employees, City officials, vendors, regulatory personnel, and the general public.
- Ability to serve the public and fellow employees with honesty, integrity, impartiality, and professionalism in accordance with City ethics and conflict-of-interest requirements.

MINIMUM QUALIFICATIONS

- High school diploma or GED required.
- Two years of experience in customer service, utility billing, cashiering, office administration, accounts receivable, bookkeeping, banking, accounting support, or a related field preferred.
- Postsecondary education or training in business administration, accounting, finance, public administration, or a related field preferred.
- Experience working with financial, accounting, cashiering, or utility-billing software preferred.
- Municipal or governmental experience preferred but not required.
- An equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.
- Must be able to satisfy any applicable bonding, background-check, or cash-handling requirements established by the City.

PHYSICAL REQUIREMENTS

Work is primarily performed in an office environment and requires extended use of computers, telephones, payment-processing systems, and standard office equipment. The employee must be able to communicate effectively in person and by telephone and occasionally lift, carry, or move office materials and supplies.

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

WORK ENVIRONMENT

Work is primarily performed in an office setting with frequent interaction with City employees and members of the public. The position regularly handles financial transactions, confidential information, customer accounts, and difficult or sensitive customer interactions. The employee may experience frequent interruptions and periods of increased activity associated with billing cycles, payment deadlines, service interruptions, and month-end processing.

OTHER DUTIES

Performs other related duties as assigned.

DISCLAIMER

This job description describes the general nature and level of work performed by an employee assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Duties and responsibilities may be modified, reassigned, or supplemented based on the operational needs of the City.