

JOB DESCRIPTION



JOB IDENTIFICATION			
<i>Job Title:</i>	CSR/Cashier	<i>Pay Grade:</i>	EAP 6
<i>Department:</i>	Utilities - Administration	<i>FLSA Status:</i>	Non-exempt
<i>Location:</i>	Utilities Building	<i>Reports to Position:</i>	Administrative Coordinator
<i>Effective Date:</i>	04/19/2022		

JOB SUMMARY

Under general supervision, receives payments and assists customers with billing discrepancies, secures cash drawer balances against cash reports; collects mail and distributes to appropriate personnel, receives mail-in payments, verifies account information and enters into computer, calculates totals and prepares reports; creates filing system, files and retrieves material as needed; compiles information and prepares various reports and performs additional duties in support of the department as needed or upon request.

ESSENTIAL JOB DUTIES AND/RESPONSIBILITIES

The following duties are normal for this position. The omission of specific statement of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected aside from those set forth below to address operational needs and changing operational practices.

- Access utility accounts and provides customers information regarding billing discrepancies and payments.
- Receives payments and deposits for utility accounts and issues receipts.
- Secures and maintains cash drawer; balances against payment edit report.
- Runs daily cash report of payments received on utility accounts, calculates monies and forwards to Accounting Clerk.
- Retrieves and issues customer account history reports upon request.
- Maintains file of billing receipts, transfers and secures in vault.
- Assists customers in completing bank draft authorization forms as needed.
- Contacts customers regarding incomplete documents or payments discrepancies.
- Collects mail from drop box, opens and distributes to appropriate personnel.
- Receives mail-in payments, verifies payment and account information, attached to billing statements and enters payment information into computer.

- Runs payment edit report for night deposits and mail-in payments; calculates check totals and balances against report.
- Prepares daily cash report, attaches payment edit report and forwards to accounting deposit; ensures necessary stamps are affixed to checks and payment statements.
- Answers multi-line telephone, direct calls or provides callers with billing information to include balances, disconnections, reconnects and due dates.
- Contacts service vendors to report missed pick-ups or to order garbage disposal cans and recycle bins for customers.
- Confers with dispatcher regarding water outages or other services needed.
- Occasionally attends customer training, workshops and seminars or departmental meetings.
- Assists dispatchers as needed or upon request.

QUALIFICATIONS

Education and Experience Guidelines

Any combination of education and experience that would like provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities required for this position would be:

Education and Training

High School with additional training in bookkeeping/business technology.

Experience

Office experience in bookkeeping, cashiering or related office environment OR equivalent combination of training and experience.

Licenses or Certification Required

The following generally describes the knowledge and abilities required in order to successfully perform the assigned duties of the position:

Knowledge of:

- Customer accounts and billing including transactions, activities, forms, records and procedures.
- Computers and related office equipment used in billing.
- Reading skills to comprehend procedures, regulations and related documents of moderate complexity.
- Writing skills to prepare forms, records, narrative reports, schedules and similar documents.
- Math skills to add columns of figures, subtract, multiply and divide in performing calculations involving decimals and percentages including skills to balance numerical tables.
- Verbal communication skills to speak to individuals and talk on the telephone.
- Customer relation skills to effectively interact with citizens and promote positive image for the City.

Ability to:

- Plan activities and work efficiently to meet deadlines.
- Work as a member of a team.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with the Americans with Disabilities Act, the City encourages both prospective and current employees to discuss potential accommodation needed to perform the essential duties of this position.

Environment: Work location will be indoors

Physical Demands: See Accompanying Page

Key Working Relationships: Utility customers, Office Manager, Administrative Coordinator, CSR's, Utilities Director

APPROVAL/ACKNOWLEDGEMENT

_____	<u>UT Director</u>	_____
Department Head	Title	Date
_____	<u>HR Director</u>	_____
Human Resources Director	Title	Date
_____	<u>City Manager</u>	_____
City Manager	Title	Date
_____		_____
Incumbent Employee Printed Name and Signature		Date

PHYSICAL REQUIREMENTS –

Rare 0%-10% of the time Occasional 11%-33% of the time Frequent 34%-66% of the time Continuous 67%-100% of the time

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LIFT/CARRY				
1-10 lbs	✓			
11-20 lbs	✓			
21-50 lbs	✓			
51-75 lbs	✓			
76-100 lbs	✓			

EQUIPMENT USE & OPERATION				
Motor Vehicle	✓			
Heavy Equipment (Backhoe, dump truck)	✓			
Large Apparatus (Fire Truck, Street Sweeper)	✓			
Small Equipment (Mower)	✓			
Handheld tool/equipment (tamps, weed eaters, shovel)	✓			

PUSH/PULL				
1-10 lbs	✓			
11-20 lbs	✓			
21-50 lbs	✓			
51-75 lbs	✓			
76-100 lbs	✓			

WORK WITH/NEAR				
Machinery	✓			
Electricity	✓			
Power Tools	✓			
Impact Tools	✓			
Chemicals	✓			
Fumes	✓			
Heights	✓			

MOVEMENT				
Bend/Stoop/Twist	✓			
Crouch/Squat	✓			
Kneel/Crawl	✓			
Reach Above Shoulders	✓			
Reach Below Shoulders	✓			
Repetitive Arm Use	✓			
Repetitive Wrist Use			✓	
Repetitive Hand Use				
a) grasping	✓			
b) squeezing	✓			
Climb Stairs/Ladder	✓			
Uneven Walking Surface	✓			
Even Walking Surface		✓		

ENVIRONMENT				
Indoors				✓
Outdoors	✓			
Extreme Heat	✓			
Extreme Cold	✓			
Dusty	✓			
Excessive Noise	✓			
Other (explain)	✓			

ENDURANCE		
Task	Hours at One Time	Total Hours in an 8 Hour Day
Sit	3	8
Stand	1	3
Walk	1	1

Additional Considerations (including clarification of any of the above)

HEARING/VISION/DEXTERITY			
	N/A	AVERAGE	LOW
Hearing Acuity		✓	
Visual Acuity		✓	
Manual dexterity		✓	