

Town of Fort Myers Beach Job Description

Position: Water Utility Customer Service/Billing Specialist
Department: Water Utility Department

POSITION SUMMARY

The Water Utility Customer Service Specialist's main responsibility includes delivering top-notch customer service to the community while performing the billing, collection and work order issuance pursuant to Town of Fort Myers Beach ordinances. An employee in this classification works under the direct supervision of the Water Utility Manager.

ESSENTIAL JOB FUNCTIONS

- Plan, organize, schedule and monitor daily customer service operations of water department.
- Assists the water utility manager with the operations of the utility billing; Assist and perform customer billing and collection, cash handling and financial reporting.
- Assists the public by completing cashiering duties by receiving, receipting and recording payments, processing cash collections for other departments, receiving deposits and fees.
- Posts and balances the cash drawer, billing software reconciliation and prepares the bank deposit in conjunction with Town procedures.
- Coordinates daily cash deposits, processing of returned checks, bank drafts, and customer contact regarding their accounts.
- Establishes new accounts and maintains existing accounts.
- Prepares all final billings and returns of security deposit refunds after final billing.
- Prepare miscellaneous operating and maintenance reports.
- Respond to customer questions, concerns, or complaints regarding water bills, meters, water quality, leaks and construction issues.
- Assists with collection of delinquent billings per Town policy. Follows through on proper disconnection and reconnection procedures.
- Assist with the implementation of customer requests for service, create and close service orders.
- Prepare and coordinate all meter reading and re-reads; Edits and corrects meter reading reports.
- Prepares leak credits/bulk water and adjustments for review and approvals.
- Assists with recordkeeping including Sunshine locates.
- Assist with other town duties as directed.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

OTHER JOB FUNCTIONS

- Prepares and submits operational reports. Completes paperwork and prepares clerical reports as required.
- Performs all supply-related tasks for routine and emergency maintenance.
- Thorough knowledge of Town laws and regulations pertaining to water utility; Assists the general public by answering questions based on knowledge of the Town and surrounding areas.
- Ability to keep records and prepare reports.
- Ability to establish and maintain effective working relationships with other employees.
- Performs other duties of this position or related positions as may become necessary or as directed by the Public Works Director and/or his/her designee.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Must be a United States Citizen or eligible to work in the United States.
- Must have a High school diploma or equivalent; Two year degree preferred.
- Three (3) years of water utility supervisory experience preferred.
- Must possess a valid Florida Driver's License with acceptable driving record.
- Must successfully pass a thorough police background check, and alcohol and drug test, and a fingerprint check.
- Able to speak clearly and persuasively in positive or negative situations.
- Ability to read and follow written and oral instructions
- Able to establish and maintain effective working relationships.
- Able to operate necessary equipment.
- Excellent work history and attendance record preferred.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIREMENTS

- General knowledge of the tasks, supply, inventory and equipment management.
- Knowledge and application of safety standards and precautions pertaining to the use of tools and equipment.
- Proficient with the use of standard office equipment including the Microsoft Office Suite or equivalent.
- Ability to read and follow written and oral instructions.
- Ability to work cooperatively with other employees and the general public.
- Ability to coordinate and account for monies collected.

WORKING HOURS/PHYSICAL/ENVIRONMENTAL DEMANDS

- Ability to perform strenuous work in varying and adverse weather conditions including heat, cold, rain and potentially dangerous environments.
- May be required to work hours other than the regular Town Hall hours including, nights, weekends, and holidays and during emergency situations.
- Possess sight/hearing senses, or use of prosthesis that will enable these senses to function adequately so the requirements of this position can be fully met.
- Significant standing, walking, moving, carrying, bending, and kneeling.
- Some crawling, reaching, handling, sitting, pushing, and pulling, bending.
- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact.
- Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, scanner and fax machine and related vehicles and machinery due to job requirements.

Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary. This job description does not constitute a written or implied contract of employment.