

**CITY OF CUMMING**  
**DEPARTMENT OF UTILITIES**  
**UTILITY BILLING DIVISION**  
**CUSTOMER SERVICE REPRESENTATIVE AND CASHIER**

**GENERAL NATURE OF WORK**

This position acts as the first contact for the City's Department of Utilities and the person filling the position is responsible for determining the customers' needs and handling their requests in a timely and effective manner. This position also is responsible for receiving payments for water, sewer, and garbage service and connection and properly recording those payments received in the City's Utility Billing Program. Duties are performed under the direct supervision of the Utility Billing Division Manager.

**EXAMPLES OF WORK**

- Interacts with customers both in person, over the telephone, and via email. Works diligently to solve multiple customer requests quickly and efficiently.
- Opens and closes the main office for the Department of Utilities. This includes but is not limited to: unlocking/locking the Utility Billing Office each morning and evening, transferring/retrieving phone lines, and retrieving cash drawers from the vault.
- Checks cut off list for recent payments and faxes list to Distribution and Collection Division Shop office each time the list is generated.
- Receives payments and deposits for water, sewer and garbage service in the form of cash, check and credit card. Accepts payment in person and assists with telephone payments.
- Properly receives all incoming telephone calls to the Department of Utilities. Attends to the needs of customers by answering questions about billing, account status, water service, sewer service, water leaks, and other subjects as required. If appropriate, routes telephone calls to other Divisions or City personnel.
- Communicates with customers to establish water, sewer, and garbage service either in person, online, via email, or via facsimile. Follows established Utility Billing Division standard operating procedures for verifying identity and ownership of property, and determining if the customer is leasing or renting a property. Collects all pertinent information to properly set up a new account or transfer an existing account.
- Transfers balances from existing accounts to new accounts when existing customers with a balance move to another location within the City's service area.
- Greets all incoming Department of Utilities customers and either attends to their need or routes the customer to the appropriate personnel or office.

- Utilizes Department of Utilities' computer system to access data regarding customer billing, account status, service availability, payment arrangements, leak adjustments, etc.
- Accesses City web site and directs customers to appropriate data on the site.
- Assists the Utility Billing Division Manager with generating bills for weekly mailings which includes but is not limited to printing bills, sorting and labeling bills, stuffing bills, organizing bills according to CASS certification requirements, and ensuring that bills are delivered to the U.S. Post Office in a timely manner.
- Balances cash drawer and rectifies bills to checks and credit card receipts at the end of each day.
- Receives payment for and maintains records of hydrant meters that have been rented to developers or other customers. Ensures that hydrant meters are read and billed monthly. Contacts customer if customer fails to return the hydrant meter in a timely manner each month.
- Maintains records of "outdoor watering permits" issued during times of drought or as directed by the Utility Billing Division Manager.
- Retrieves documents for applications via email or facsimile and completes the application process for requests such as but not limited to: applications for service, cut-on/cut-off, senior discounts, change of address, disconnection, and automatic bank draft.
- Maintains files of completed work orders and water/sewer/garbage service applications.
- Scans driver's licenses into billing program to establish a picture ID for each customer. Refers to ID to determine who is qualified to have an account cut-on or cut-off. Utilizes picture ID to determine if a customer is qualified for a Senior Citizen discount.
- Ensures that payment slips and cash, checks, and credit card receipts are delivered in a timely manner to the Utilities Receiving Clerk.
- Assists with opening payments envelopes received via US Mail and the night drop box when requested.
- Ensures that cash drawer and/or petty cash drawer is balanced properly and secured in the vault each evening.
- Ensures that incoming customers complete the appropriate forms for water, sewer, garbage, bank draft forms, e-bills, etc. and presents proper identification as required by law.
- Ensures that brochures, located in the brochure holder in the lobby area, are stocked and that orders are placed for new brochures when needed. Maintains records of brochures taken by customers in the brochure spreadsheet.
- When requested by staff, delivers items to Forsyth County Clerk's office for recording. These items include but are not limited to easements, deeds, sewer capacity agreements, liens, and right-of-way documents.
- Generates work orders from customer calls regarding cut-ons, cut-offs, meter re-reads, and other complaints and submits these work orders to

- proper personnel. Enters data from completed work orders into the utility billing program.
- Interacts with Meter Services Crew and Distribution Shop concerning cut off list and work orders.
  - Produces reports using the City's INCODE billing program to determine outstanding work orders and contacts meter services staff members to request that the work order be prioritized and completed.
  - Inputs completed work orders into INCODE and scans a copy of each work order into Laser Fische and attached the scanned copy to the appropriate account.
  - Produces reports using the City's INCODE billing program to create a list of customers who are not paying payment arrangements according to their agreement with the City. Contacts these customers to inform them of their payment status.
  - Identifies, reads, and cuts out City-related newspaper articles and places them in the Cumming Utilities Newspaper Article Notebook. Works to ensure that the City gets credit for those articles that describe how the City is complying with public notifications or specific public education and public involvement goals.
  - Utilizes laser Fische to scan pertinent documents into the City's computer system. These documents include but are not limited to: applications for service, proof of ownership or rental agreement, drivers' license, completed work orders, unread meters, abnormal reads, meter cut-on/cut-off, head and transmitter numbers forms, meter change-out forms, water meter applications, sewer capacity applications, requests for bank drafts, monthly reports, etc.
  - Performs general office related duties for the Utility Billing Division Manager as needed, such as but not limited to typing, reception, and scheduling and assists with the collection of data for reports, audits, and other projects.
  - Performs other billing Division processes such as but not limited to: creating the cut-off list, calculating water and sewer bills, posting payments, printing bills, stuffing bills, mailing bills, selling water meters, selling sewer capacity, maintaining records, scanning maps and as-built drawings.
  - Keeps lobby and work station are clean.
  - Performs other duties as assigned.

### **NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES**

This position requires skill in:

- Ability to efficiently work with customers while being polite and willing to listen to their issues and find an effective solution
- Ability to effectively work customers who are upset and not easily satisfied.
- Ability to operate applicable computer and billing hardware such as but not limited to a credit card machine, document scanner, and receipt printer.
- Ability to operate the City's billing software.
- Ability to operate the most current edition of Word, Excel, Adobe Acrobat Reader, Laser Fische, and Outlook.
- Ability to navigate the City's website.
- Customer service
- Ability to properly handle money which includes but is not limited to making change for customers and balancing a cash drawer.
- Ability to enter Work Orders which requests for work is received from a customer and to effectively communicate the information to other employees as needed
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Ability to handle high call volumes on a switchboard while efficiently working with walk-in customers.
- Ability to multi-task.
- Ability to understand and implement basic accounting principles and practices

### **DESIRED EDUCATION, TRAINING, AND EXPERIENCE**

Must have a diploma from a standard high school or vocational school. Must have a valid Georgia Driver's License. Must have three years of experience related to Microsoft software, in Customer Service, and as a cashier; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. A background in accounting and accounting principles and practices is desired.

### **MINIMUM PHYSICAL REQUIREMENTS**

Must be able to exert up to 20 pounds of force occasionally and 10 pounds of force frequently. Physical demand requirements are at levels of those for sedentary work.

**FSLA Status:** Non-Exempt