



## PRINCE GEORGE COUNTY, VIRGINIA

July 2018

### UTILITY BILLING/COLLECTION SPECIALIST II

*FLSA Status: Non-Exempt*

#### **GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs specialized clerical work involving billing and collecting for water and wastewater utility services; receiving and researching water and wastewater utility inquiries; and other department administrative functions. Work is performed under regular supervision.

The Utility Customer Service Agent position is part of Prince George County Utility Department's Career Development Program (CD). The Customer Service Agent II reports to a Utility Office Manager.

This is mostly sedentary work requiring the exertion of up to 25 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, standing, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

#### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

##### **Essential functions/typical tasks (as assigned) of Customer Service Agent I in addition to:**

*(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

- Processes the opening and closing of water and wastewater service;
- Prepares meter reading and related reports;
- Responds to customer inquiries and complaints;
- Coordinates with Utility operations for ordering, installing and repair of street signs;
- Orders supplies;
- Greets citizens and answers phones as needed;
- Analyzes and processes information from private water agencies;
- Maintains customer account history;
- Maintains files, books and specialized utility account reports;
- Under supervision of Utility Office Manager;
- Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;
- Performs related tasks as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of specialized utility billing terminology, methods, procedures and equipment; general knowledge of unique utility administrative office procedures, practices and equipment; ability to understand and follow oral and written directions; ability to perform mathematical computations with speed and accuracy; skill in the use of a variety of data entry and office equipment and some typing ability; ability to establish and maintain positive and effective working relationships with associates and customers; skill in the operation of standard office and specialized utility data entry equipment. Computer skills in Microsoft Office computer programs strongly desired.

#### **EDUCATION AND EXPERIENCE:**

High school or equivalent required with at least one (1) year of utility customer service experience preferred; or any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable. Higher levels on the Career Ladder require additional education, experience and training.