



Utilities Customer Service Representative

Franklin County Public Utilities Department is recruiting for a Utilities Customer Service Representative I. An employee in this class performs all activities associated with the performance of a utility billing program. This includes utilizing the computer and loading/downloading computer meter readings, preparing utility billing, checking for quality control, and mailing bills. Work includes dealing with the public on requests for services, taking payments and balancing deposits, and writing work orders. Work involves establishing computer and hard copies records and files, entering data and generating varied reports from the software system. The employee is expected to have thorough understanding of the process to handle most situations in the process. Work assignments are performed in accordance with established procedures with unusual situations being referred to the supervisor for guidance. Some judgment is required in determining billing adjustments and payment requirements. Work is performed under the direct supervision of the Utilities Billing Supervisor with limited supervision of the Public Utilities Director and is evaluated through observation, work completion, conferences, and periodic review of reports.

Duties and Responsibilities:

- Performs all activities associated with the performance of a complete utility billing program: utilizes computer for entering applicant information; loads and unloads handheld computer from meter readers; prepares utility billing; checks for quality control and prepares bills for mailing.
- Assists the public at the front counter; provides applications for services and assures completed correctly and completely; accepts payments for fees; explains services, fees, penalties, and late payment policies, etc.
- Enters cash collection into billing system; closes cash collections batches; generates cash collections reports and revenue sheets.
- Prepares and maintains an account for each customer.
- Receives account draft requests from customers; prepares necessary draft forms and sends to bank.
- Calculates usage for billing, calculates adjustments to accounts as necessary; prints billing register, edits for errors, prints utility bills, bursts bills to include hand separation as required.
- Sets up customers on correct routes for meter readers; and loads handheld meter readers; downloads and posts meter readings to customer accounts by computer.
- Posts customer payments, adjustments, and miscellaneous transactions to the customer accounts and any data changes needed.
- Generates reports from meter readings, proofs, makes changes and analyzes for potential errors; requests re-reads; compiles recheck list and forwards to meter readers; balances and corrects errors as required.
- Closes out month end billing and generates aged trial balance reports, analysis report, open item summary, billing and consumption reports.
- Receives and responds to requests and complaints of services.
- Answers letters from out-of-town customers concerning water bills, and other related matters.

- Balances cash drawer against computer report; corrects data entry errors; completes daily balance deposit and delivers to the back.
- Prepares cut-off list and work orders for service connections and to follow-up on complaints.
- Answers the telephone; talks with customers about bills, payments, complaints, or problems; provides information on services, fees, etc. and routes to appropriate staff as needed.
- Serves as backup in providing administrative support to the office; generates reports for Finance to pay bills; types, faxes, copies, etc for the Superintendent and other staff.

Knowledge, Skills and Abilities

- Thorough knowledge of the County’s billing practices and procedures.
- Thorough knowledge of the County’s customer service procedures.
- Considerable knowledge of file and record maintenance.
- Skill in the operation of computer equipment and general office equipment.
- Ability to organize and handle billing functions effectively and in a timely manner.
- Ability to make arithmetic computations with speed and accuracy, and to make quick calculations of fees and to make change.
- Ability to prepare and maintain billing and related account records.
- Ability to be tactful, courteous and to treat customers with respect.
- Ability to maintain effective working relationships with employees, supervisors, and the general public.
- Ability to type and input data with speed and accuracy.

Desirable Education and Experience:

Graduation from high school preferably supplemented by additional training and courses in accounting and computer operations, and some experience in clerical billing or accounting with significant public contact, data entry, and in an automated environment; or an equivalent combination of education and experience.

Special Requirement:

Possession of a valid North Carolina driver's license.

Work Location: Youngsville, NC

Salary Range: \$31,329 - \$32,979

Closing Date: August 11, 2021

How to Apply: Visit <https://www.franklincountync.us/employment-opportunities/employment-center> to complete an electronic application or to obtain a printable application.

Franklin County is an Equal Opportunity Employer.

The County prohibits discrimination based on race, sex, color, creed, national origin, age or disability.

Pre-Employment Drug Screen and Criminal Background Screening are required.