



UNION JOB DESCRIPTION

TITLE: Customer Accounting Representative

DEFINITION:

Acts as a District representative to ensure that the customer receives courteous, prompt and efficient service by maintaining and controlling customer billing records.

DISTINGUISHING CHARACTERISTICS:

Progression to additional CAR pay levels is not automatic but dependent upon time requirements and completion of training and orientation with demonstrated proficiency to perform additional CAR functions. There is a requirement to progress successfully from level 1 through to level 4. This position may require reassignment of job duties within the department to balance workload, address business needs or to maintain skill proficiency adequate to perform relief for vacation, sickness, heavy workloads, etc.

BASIC RESPONSIBILITIES:

1. Evaluates Off Cycle and On Cycle Hi/Low Read failures on the Hi/Low Audit Report. Issues Service Orders and makes billing corrections as necessary.
2. Maintains, balances and audits various financial transactions relating to CIS/OV and other general ledger accounts.
3. Performs daily rate block, tax code and other pre-billing validations.
4. Evaluates upload reports for wrong routes, meter removals and other situations as noted by Meter Readers.
5. Processes monthly billing for street lighting, TV Cable, and large commercial and industrial accounts where manual intervention is required.
6. Maintains records and answers inquiries for LUD accounts. Researches, prepares and audits miscellaneous records, reports and orders.
7. Handles correspondence and customer complaints as needed.
8. Processes bank corrections and adjustments including, but not limited to, encoding errors, returned checks, foreign exchange and bank deposit errors.
9. Fields, verifies and corrects customers' service addresses and conducts area light audits and investigations.
10. Participates on various employee committees and/or projects.

OTHER RESPONSIBILITIES:

1. Maintains knowledge of various District procedures, customer programs and policies.
2. Maintains knowledge of current CIS applications and various District software applications.
3. Processes customer payments received as needed.
4. Maintains knowledge on District Rate Schedules and other fees.

OTHER RESPONSIBILITIES: (continued)

5. Upgrades and performs as Lead CAR as required.
6. Performs associated duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Customer relations techniques, including dealing with difficult customers.
- Communication techniques, both verbal and written.
- Analytical and problem solving techniques.
- Math and basic accounting principles.
- District procedures, customer programs, policies and various District software and computer programs.

Ability to:

- Communicate both verbally and in writing and effectively interact with customers, outside governmental agencies, and District employees.
- Apply human relations skills in various customer situations.
- Learn and perform various Customer Accounting desk functions.
- Use computer and related software/systems for daily work.
- Use independent and discretionary judgement.
- Word-process/keyboard at 35 words per minute.
- Use ten-key at 100 strokes per minutes.
- Handle confidential material.
- Effectively manage and prioritize simultaneous assignments and tasks.

Education/Experience:

- High school graduate or equivalent.

License or Certification:

- Valid Washington State Driver's License.
- Successful completion of a college level business communications course.
- Successful completion of a college level fundamental of accounting principles course.
- Successful completion of typing test at 35 words per minute.
- Successful completion of ten-key test at 100 strokes per minute.
- Successful completion of a math and fundamentals of accounting written exercise test.
- Successful completion of a written and verbal communication skills exercise test.
- Successful completion of a word/excel skills exercise test.
- Successful completion of a collaborative interview process
- District's Basic Electricity course (if not completed prior to entry in to classification, must be taken next time offered by District).

WORKING CONDITIONS:

- Work is performed in an office environment and may require travel to business meetings or training sessions at the District.
- Incumbents are required to sit for long periods of time and are exposed to repetitive movements from use of a computer and mouse.
- Occasional contact with the general public.

- Must be able to occasionally lift and carry archive boxes weighing up to 40 pounds.
- May be exposed to loud noise from Cash Processing Machine.