

CITY OF BROOKSVILLE

JOB DESCRIPTION

POSITION TITLE:	Administrative Specialist III	STATUS:	Hourly
DEPARTMENT:	Finance	PAY GRADE:	579

POSITION SUMMARY: This position is responsible for performing a broad range of administrative and clerical support duties to include typing, data entry and word processing, and may include preparation of correspondence, work orders, and other records. This position requires quality customer service, cash handling, and monitoring of utility customer accounts and transactions. Position is supervised by the Utilities Billing Supervisor or designee.

ESSENTIAL JOB FUNCTIONS:

- Performs administrative and clerical support in the Customer Service Division of the Finance Department.
- Confers with customers by phone and in person to provide new service connections, discontinuance, or change in City Utility services.
- Interact respectfully and courteously with the public, officials, supervisors, and other employees. Assist residents seeking information on City services and provide account status information pertaining to utility billing procedures; compute and prepare water bills.
- Review, audit, analyze and reconcile customer billing records and make adjustments as needed.
- Determine charges for service requested per City guidelines, collect payments and deposits via online or in person, and/or arrange for billing.
- Perform financial transactions including processing or transferring payments, refunding credit amounts or deposits, adjusting charges and/or deposits, reversing payments, reissuing funds, and adjusting service fees.
- Coordinate efforts with outside agencies for payment of utility accounts; take delinquency action on active utility accounts and perform collection efforts on closed utility accounts.
- Interact with difficult and irate customers regarding account disputes, collections, and water turn-offs for delinquent accounts. Refer unresolved customer complaints to the Utility Billing Supervisor or designee.
- Use various computer systems to enter data for new utility customers and make data changes; coordinate with the Utilities Meter Reader regarding shut-off and discontinuance of customer accounts.
- Research requests, problems and complaints, and initiate appropriate action; generate work orders to resolve service issues.

- Understand and apply City rules and regulations. Assist other support personnel in implementation of City procedures.
- Prepare and maintain materials as required by public records law.
- Work safely, diligently and responsibly at completing assigned duties.

JOB STANDARDS:

Education and Experience: Any combination equivalent to the education and experience described below that provides the knowledge, abilities, and skills to perform the essential job functions would be qualifying.

Education: High School Diploma or GED as issued by an accredited State Board of Education

Experience: Two (2) years of paid clerical, accounting, or customer service work, or equivalent training. One (1) year of college may be substituted for one (1) year of experience.

Licenses & Certifications: Valid Florida Driver's License and must be insurable by the City's insurance carrier.

CRITICAL SKILLS, ABILITIES, & EXPERTISE:

Physical Requirements: Sitting, standing, use of finger, arms, hands, and legs and voice/talking are constant. Good eyesight (correctable) and hearing (correctible) are essential. Stretching/reaching, bending at waist, squatting, walking, handling, grasping, light lifting and/or carrying (up to 15 lbs) are frequent. Pushing, pulling, kneeling, climbing, balancing, turning, feeling, medium lifting and/or carrying (up to 30 lbs) are occasional.

Equipment: Personal computer, telephone, copy machine, facsimile, calculator and other small office equipment.

Skills & Expertise: Basic knowledge of general accounting methods, principles and procedures. Advance knowledge of the methods of handling, receipting and maintaining records of money received efficiently and accurately; including operating cash registers and may include making bank deposits and preparing reconciliations. Knowledge of modern office practices, procedures, and equipment. Must have considerable knowledge of computerized accounting systems and experience using personal computers to enter, retrieve, and edit spreadsheets of billing transactions and activity. Advance knowledge of Microsoft Office programs, including Word, Excel, PowerPoint and Outlook, and other Windows-based software for finances/reporting databases, etc. Must have proven skill in conflict resolution and dealing with irate and difficult customers. Ability to communicate and deal with the public and co-workers in a professional and positive manner. Ability to read, comprehend, implement and complete written and/or oral directions in English. Ability to research and analyze customer accounts to provide accurate information. Ability to maintain an acceptable attendance record. Ability to provide an acceptable level of customer service and maintain a good public image by interacting courteously and effectively with the public and co-workers. Ability to perform assigned duties effectively, follow directions and complete assignments accurately and on time while working carefully and complying with safety rules. Ability to work independently and confidentially without close supervision. Ability to use and operate a personal computer, various computer hardware/software efficiently and accurately with specific knowledge in word processing and spreadsheet programs, and office equipment. Ability to accurately type 45 wpm. Interact courteously with the public, officials, supervisors, and co-workers. Skills to function in the use of

a personal computer and database oriented software and financial systems. Skills in completing work with a high degree of accuracy. Ability and willingness to understand and comply with the City's policies, regulations and procedures; exercise good judgment; perform at an acceptable level of efficiency and productivity as determined by the City's management; and support the departments and the City's mission, goals and objectives. Must be insurable by the City's current insurance carrier.

ENVIRONMENTAL FACTORS:

Job Location: Primary work location is with the Customer Service Division of the Finance Department located in Brooksville, Florida.

Work Environment: Working inside office environment is constant. Working alone, around noise, working with others and with customers is constant. Working with computers and office equipment is constant.

NON-ESSENTIAL/SECONDARY FUNCTIONS: Performs any additional duties as directed or assigned by the Utilities Billing Supervisor or other management staff.

- Reasonable accommodation will be made for otherwise qualified individuals with a disability.

Employee Signature

Date

Supervisor Signature

Date

<u>HR INFORMATION</u>		REVISED: March 27, 2015
FLSA STATUS: Non-Exempt/Hourly	EEO Category:	W/C Code:
Pay Grade: 579	Pay Range:	