

City of St. Helens

Job Title: Utility, Banking & Court Specialist
Department: Administration
FLSA Status: Non-Exempt
Union: Yes - AFSCME
Created: March 15, 2017
Wage Scale: Utility, Banking & Court Specialist

GENERAL PURPOSE

Performs routine clerical, administrative, and data processing tasks. Coordinates and processes bank deposits and processes utility billing uploads and adjustments. Performs other related public services in support of Administration Department operations.

SUPERVISION RECEIVED

Works under the general supervision of the Finance Director.

SUPERVISION EXERCISED

None.

JOB DUTIES AND RESPONSIBILITIES

- Reconciles and processes deposits from all departments. Prepares daily deposits after batch closing. Take deposits to bank. Scans physical checks electronically.
- Pursue any CR batches left open for more than 2 business days.
- Picks up mail daily from post office and provides assistance to open and distribute. Processes outgoing mail.
- Prepares utility adjustments for Finance Director's approval. Posts adjustments after approval.
- Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment schedules, and customer follow-up account research.
- Coordinates printing of monthly & bi-monthly billings either through a third party or internally. Prepares billing statements for mailing.
- Prepares all special billings.
- Reviews meter reading data for possible errors before bills are printed. Reviews billings for correctness and accuracy within 95%. Recalculates bills which have been issued to customers improperly.
- Performs daily upload of billing information via online portals.
- Processes late fees, reconnect fees and reminder letters. Makes phone calls on past due accounts. Reviews payment plans for accuracy and delinquency.
- Serves as lead in training Utility, Banking & Court Specialists on utility billing tasks.
- Maintains current customer account files.
- Interprets City Ordinances and Administration Rules relating to Utility Services.
- Receives telephone calls and citizen visits concerning utility billings or services; answers questions and responds to citizen complaints.
- Processes/creates new utility accounts.
- Processes payments for utility billing accounts.
- Processes work orders for utility disconnections, reconnections, new orders, and other public works service requests.

- Processes and reviews meter reading data for utility billings.
- May perform duties such as ordering supplies for City Hall and other departments as necessary and time allows.
- Provides backup during absence of other staff in related positions which include Court, Building, Administration and City Recorder.
- Processes Municipal Court payments and posts properly within 95% accuracy. Answers general court-related questions and inquiries. Assists Municipal Court Clerk and Legal Assistant in court processes when necessary.
- Manages and collects Business License renewals and new business licenses for the city.

MINIMUM QUALIFICATIONS

- Graduation from a high school or GED equivalent.
- 2+ years of experience in general office practices such as typing, data processing, and customer service.

DESIRED QUALIFICATIONS

- 2+ years of experience in Banking Services or other positions related to cash handling.
- Working knowledge of computers and electronic data processing; working with modern office practices and programs such as Microsoft Word and Excel.
- Skills in operating computers, 10-key calculator, phone, fax, and copy machine.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to communicate effectively verbally and in writing.
- Ability to establish successful working relationships.
- Ability to work under pressure and/or request interruptions.
- Ability to work with angry and/or difficult customers.

SPECIAL REQUIREMENTS

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises but may be a little loud depending on the day.

EMPLOYEE ACKNOWLEDGEMENT

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the **Utility, Banking & Court Specialist** job description. I understand that it is my responsibility to adhere to the guidelines of the expectations, hours of work and essential duties outlined within this job description.

Employee Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____

✓Reviewed by LGPI & AFSCME
Approved by Council: 3/15/17
Attested: Kathy Payne, City Recorder