



City of Watsonville

Job Description

JOB TITLE: Utility Account Specialist

DATE APPROVED:

DEPARTMENT: Public Works and Utilities

SUPERSEDES: N/A

REPORTS TO: Various Reporting Relationships

SUPERVISION: Non-supervisory

EMPLOYEE UNIT: Clerical Technical (SEIU 521)

FLSA: Non-Exempt

JOB SUMMARY:

To perform a variety of complex clerical recordkeeping and functions related to the processing and maintenance of the City's financial records while functioning in one or more of the following areas: cashiering, accounts payable, accounts receivable, clerical account maintenance functions in Utility Billing, Finance and Customer Service divisions, revenue and tax collections and purchasing. To provide customer service to internal and external customers. The Utility Account Specialist is a journey-level classification and performs a wide range of functions that require competency in the duties of the Accounting Assistant and Senior Accounting Assistant with the addition of complex clerical recordkeeping and administrative functions. Appointments are by promotion only.

DISTINGUISHING CHARACTERISTICS

Employees in this classification function at an advanced level in the Accounting Assistant series and are distinguished from the Senior Accounting Assistant classification by the competence in the duties of the Accounting Assistant and Senior Accounting Assistant plus more complex duties including independently solving most customer problems and complaints; balances out when another staff is absent; picks up depository; closes the day and month, and coordinates shut-off activities. Utility Account Specialist may provide orientation and limited training to new and other staff. The Utility Account Specialist will act as the lead in the absence of the supervisory staff.

EXAMPLES OF ESSENTIAL DUTIES:

Duties may include, but are not limited to, any combination of the following:

- Independently solves most customer problems and complaints
- Balances out when another staff is absent
- Performs other staff's duties when absent
- Collect and enter timesheets

- Verify refunds are being processed
- Picks up depository
- Closes the day and month
- Coordinates shut-offs
- Assist with new employee training
- Perform in a lead function during the absence of supervisors
- Processes bank drafts
- Initiates collection procedures and shut-offs for delinquent accounts
- Effectively performs/ applies the proper account recordkeeping procedures and rules used in assigned area(s) including utility billing processes and procedures, including but not limited to billing, bank drafts, and penalties, electronic systems, and applicable software
- Processes invoices for payment; matches to purchase orders; verifies receipt, calculations, and proper billing amount; allocates to proper account; contacts vendors when problems arise
- Prepares status reports and records action items for City Committees
- Prepares 1099 tax forms
- Maintains supplies in the vault, organizes reports and labels storage
- Records data and maintains statistical and financial records and logs; performs data entry; checks, verifies, and files financial data
- Receives and processes payments (online, automated phone system, and bank drafts); issues receipts; completes proper forms; maintains and balances appropriate records for proper accounting of payments made; balances cash box/drawer
- Opens, closes, and transfers utility accounts, verifies account balances
- Assists in processing invoices for payment; matches to purchase orders; verifies receipt, calculations, and proper billing amount; allocates to proper accounts; contacts vendors when problems arise
- Issues and processes a variety of licenses and permits
- Sorts, stamps, and processes incoming and/or outgoing mail
- Answers telephone and provides service at the counter; handles requests/transactions, provides information, and responds to complaints
- Types a variety of materials which may include letters, reports, purchase orders, bid sheets, and warrants at a rate of 40 words per minute
- Performs special duties related to area(s) of assignment such as preparing bid packages, and computing final billings
- Learns and effectively performs/applies the proper account recordkeeping procedures and rules used in assigned area(s) including utility billing processes and procedures, electronic systems, and applicable software
- Hears adequately to converse on the telephone and in person
- Intermittently bends and twists to reach equipment on the surrounding desk
- Intermittently reaches above and below shoulder level to reach books, files, and reports on shelves and in filing cabinets
- Grasps files, documents, and equipment with right and left hands

- Climbs stairs; climbs ladders to reach files and related documents
- Squats and kneels to reach files and related documents
- Sits at a desk using near vision for long periods of time
- Works indoors in an office environment subject to heat/cold and fragrances such as perfumes
- Performs related duties similar to the above in scope and function as required

EMPLOYMENT STANDARDS

Knowledge of:

- A wide range of policies, procedures, and functions for clerical account recordkeeping functions at a highly competent level
- Basic spreadsheet and word processing programs
- Basic methods, principles, and practices of financial and statistical recordkeeping
- Proper office methods, procedures, and practices
- Basic cash handling practices and recordkeeping
- Modern office equipment including a computer and applicable software
- Proper English usage, grammar, punctuation, vocabulary, and spelling

Ability to:

- Accurately and effectively perform functions that carry a high level of fiscal responsibility
- Communicate effectively with multiple co-workers, supervisors, and the public
- Perform in a lead function during the absence of supervisors
- Make independent decisions regarding complex problems and procedures
- Perform at a journey level
- Perform more complex clerical account recordkeeping duties
- Take minutes and prepare reports
- To learn and reach proficiency with multiple computer software programs including new programs and systems as related to job duties
- To type at a speed of 45 words per minute from clear, legible copy
- To accomplish multiple duties with working as part of a team
- Effectively perform/apply the proper account recordkeeping procedures and rules used in assigned area(s) including utility billing processes and procedures, electronic systems, and applicable software
- Perform arithmetic calculations with speed and accuracy
- Operate a variety of office machines and equipment including typewriters, copier, calculators and computer terminal
- Follow both oral and written instructions
- Effectively and tactfully communicate in both oral and written forms

- Work safely and abide by established safety rules and regulations
- Perform a variety of technical/clerical assignments with speed and accuracy
- Apply good judgment in recognizing the scope of authority and in referring problems to others
- Hear adequately to converse on the telephone and in person
- Establish and maintain effective work relationships with those contacted in the performance of required duties
- Intermittently bend and twist to reach equipment surrounding the desk
- Intermittently reach above and below shoulder level to reach books and reports on shelves; grasp with right and left hands; climb, squat and kneel
- Sit at a desk for long periods of time using near vision
- Work indoors in an office environment subject to heat/cold and fragrances such as perfumes
- Speak English
- Speak Spanish highly desirable
- Be committed to maintaining confidential and sensitive information.

TRAINING AND EXPERIENCE:

Any combination of training and experience, which would provide the required knowledge and abilities, is qualifying. A typical way to obtain knowledge and abilities is:

- Five years of increasingly responsible experience in clerical account recordkeeping with direct customer service to the public