

Position: Utility Office Admin Specialist I
Reports to: Utility Billing Supervisor
Department: 2-510 Utility Administration
Core Work Schedule: Monday-Friday 8a-5p
FLSA: Non-exempt
Grade: A1
Supervisory: No

JOB DESCRIPTION: Under general direction of the Utility Billing Supervisor, performs responsibilities and specialized operations related to customer accounts and receivables in the City of Paris Combined Utilities.

EXAMPLES OF DUTIES:

- Primarily responsible for receiving and posting of utility payments from utility customers.
- Responsible for communicating with and working with other employees (meter readers, utility clerks, and accounts payable) in order to properly maintain all utility customer accounts.
- Work directly with utility customers relative to their utility accounts in regard to new service, reconnection and disconnection of services.

JOB SUMMARY:

- Using excellent customer service skills; establishes and maintains effective working relationships with other employees, officials, and all members of the public. Both in person and using excellent telephone etiquette.
- Maintain and update records of fiscal transactions manually or on the computer, post payments, and refunds to the appropriate account. Complete forms and logs to create records of such transactions / deposits, receipts, or invoices.
- Creates work orders and documents other issues with all utility departments.
- Train on multiple job functions such as cashier, secretary, and accounting to serve as a back up to cover during absences.
- Maintains weekly deposit log.
- Assists with preparation of bills for mailing.
- General duties including file maintenance, logs, record keeping; US monetary system for the purpose of making change, receiving payments, or making calculations.
- Serve as back up on variety of accounting procedures within the city offices.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Graduation from an accredited high school or its equivalent (GED)

KNOWLEDGE, SKILLS, & ABILITIES:

- Working knowledge of general office practices and procedures.
- Demonstrating analytical and technical computer skills.
- Strong oral / written communication skills.
- Detail oriented cash handling.

PHYSICAL REQUIREMENTS:

- Operates a variety of standard office equipment, including a personal computer that requires continuous and repetitive eye and arm, or hand, movement.
- Standing / sitting for extended periods of time. Ability to lift up to 25lbs frequently.