

City of Altoona

Position Description

Title: Utility Bookkeeper/Customer Service Representative
(Administrative Assistant I)

Department: Finance/Administration

Reports to: Finance Director

Wage rate: 16.94 - 19.49 per hour

Date: December 2018

Position Summary

This bargaining unit position performs utility bookkeeping duties in the daily/monthly operation of the Finance Department as well as completing customer service and administrative support duties for the front office and the Water & Sewer Department.

Essential Accountabilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Processes and maintains accounts receivables and payable records for the Altoona Water, Sewer and Storm Water Utilities including entering meter readings, preparing and reviewing the billings, and entering receipts.
- Keeps records of utility customers moving in and out of the City of Altoona and process final billings.
- Balances and prepares bank deposits typically on a daily basis.
- Posts ACH payments and prepares documentation for Finance Director.
- Prepares disconnection notices as needed.
- Keeps records of Payment Plan customers and their balances, sending notices when late
- Processes and maintains records of all special assessments including entering new special assessments, calculating interest, receiving and entering payments and processing special assessment transfers to the tax roll.
- Maintains personal property tax billings, receipts and accounting records thereof.
- Assists with Front Office customer service, reception and administrative support.
- Assists and issues City dog licenses and maintains records thereof.
- Processes special assessment and utility accounts receivable searches for title companies upon request.
- Communicates effectively in person, by telephone, and by email to requests and complaints by vendors and the general public.
- Completes assigned projects and reports using a variety of computer software including MS Word and Excel.
- Operates office equipment such as computers, calculators, telephone system, copier, printers, fax machine and postage machine
- Completes other duties as assigned

Knowledge, Skills and Abilities

- Ability to meet deadlines and perform multiple tasks under pressure.
- Must possess cash handling skills.
- Experience with Workhorse municipal accounting software is preferred.

Formal Preparation and Experience Required to Qualify for the Position

Minimum Qualifications: Associate Degree in clerical science or accounting/bookkeeping with two years recent clerical or accounting/bookkeeping experience; *or* high school diploma/equivalent with four years recent clerical or accounting/bookkeeping experience; *or* an equivalent combination of training and experience. Must be able to type 45 wpm and be proficient in data entry. Must successfully complete background check. Must be bondable. Must have the Ability to use a variety of software, including Microsoft Word, Excel, and Workhorse (preferred) or similar accounting program.

Certificates, Licenses, Registrations:

Incumbent must have, or have the ability to obtain, a valid Wisconsin State Motor Vehicle Operator's License.

Supervisory Duties

None required.

Decision Making

Policies and precedents for decisions are generally clear and concise; however, some interpretation of policies and/or precedents will be required along with independent thinking and problem-solving skills. Managerial direction is available when requested. The incumbent will assist and collaborate in the decision-making process.

Interactions & Communication

This position receives direct supervision. Incumbent must have the ability to communicate effectively with department personnel, community organizations, city officials, citizens, and other employees as well as have the ability to work as an effective team member. Incumbent must further have ability to prepare clearly written reports and documents, make effective oral presentations of staff recommendations and reports, and provide quality customer service to address consumer complaints.

Thinking, Challenges, and Problem Solving

This position requires the ability to analyze and evaluate a wide variety of quantitative and qualitative information. In general, problems are resolved choosing alternatives from among various possibilities.

Working Conditions/Physical Requirements

Work is performed inside, in an office setting, in a non-hazardous/sheltered environment and work performed is typical office work. The work involves and requires knowledge of the use of typical office equipment such as computer, keyboard, computer printer, telephone, calculator, photocopier, fax machine, and adding machine. Incumbent will be required to address difficult customer service issues and complaints.

While performing the duties of this job, the employee is regularly required to walk, stand, stoop, and sit at a desk. Individual must have high ethical standards and have no criminal convictions on their record.

The City of Altoona is an Equal Opportunity Employer. To comply with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified

individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

This position 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.