

**MAJOR FUNCTION**

This is direct and indirect public contact work establishing and servicing commercial and other specialized utility accounts. The employee provides single-contact resolution in service initiation, on-going account review, management and maintenance and responds to the more difficult technical inquiries related to utility services. Employees assigned to this class may serve in a lead worker capacity, providing assistance and direction to other employees in the work unit. Work is performed under the direction of the division director; however, the employee is expected to exercise considerable independent judgment and initiative in the performance of daily tasks. Work is reviewed through analysis of reports, observations, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Serves as the primary contact for the receipt and processing of requests to initiate and/or terminate commercial and other specialized utility services. Analyzes accounts to establish deposit requirements and makes credit arrangements. Employs financial risk assessment tools and analyzes the results in the deposit evaluation process. Establishes deposit/security requirements that consider customer's credit worthiness and the City's exposure to risk. Establishes and maintains security files to ensure timely renewal of security deposits. Monitors industry trends to mitigate opportunities for financial loss to the city. Analyzes utility account histories for the resolution of problems. Processes all adjustments and corrections to ensure proper billing for assigned accounts. Manages collection of delinquent accounts; approves payment arrangements based on guidelines and individual discretion, and orders discontinuance of service, as needed. Maintains indemnity bonds certificates of deposit, irrevocable letters of credit and cash deposits. Conducts research for customers, City departments, City officials, financial institutions, and corporations to resolve or avert account problems. Develops processes, guidelines, and procedures to ensure appropriate account management. Handles escalated customer complaints. Assists with special projects to establish and sustain interpersonal relationships, enhance service, or anticipate the needs of the commercial customer base. Provides training and technical support to Citizen Services Representatives, Customer Account Specialist, and Credit Specialist as needed. Conducts site visits as required. Performs related work as required.

**Other Important Duties**

Participates in staff development opportunities. Promotes City programs and service programs through participation and membership in civic and professional organizations that enhance the City's image. Makes presentations to customer groups and professional organizations such as the Tallahassee Builders Association. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of the City's utility and general government services, functions, organization, ordinances, rules, policies, procedures, and regulations. Extensive knowledge of customer billing, credit collection, and overall utility accounts operations or practices. Knowledge of bankruptcy laws, loan regulations, state and federal laws governing utility billing and rates. Considerable knowledge of customer billing, credit collection, and overall utility accounts operations or practices. Ability to participate in office activities in various sections to ensure uninterrupted flow of workload. Ability to perform and understand complex mathematical functions. Ability to understand and implement oral and written instructions, gather and analyze information, prepare reports, and maintain records. Ability to exercise considerable independent judgment and creativity in solving complex problems and in making decisions in accordance with ordinances, rules, and departmental policies and procedures, or other regulations. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to work under

pressure and maintain a high level of accuracy and self-control. Ability to perform work in a courteous and impartial manner. Skill in the use of microcomputers and some associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree and three years of technical or administrative experience that includes utility billing, utility cash receipts and controls, utility accounting, or utility credit and collections; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment. (At the department director's discretion, the noted license may not be required).

Established: 8-20-02  
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08-10-09\*