

**Billing Assistant/Customer Service Rep.
Business Office Department
Full-Time/Non-Exempt
Career Range \$24.49-\$34.57/hour (DOQ)**



South Fort Collins Sanitation District

Revision Date: August 6, 2024

Approved by District Manager:

Approved by Human Resources:

General Purpose:

The Billing Assistant/Customer Service provides assistance to South Fort Collins Sanitation District (the District) customers, accounts payable/receivable, administrative departments. Reports directly to Billing Supervisor.

Essential Functions:

- Interacts with a wide variety of customers by telephone or in-person whose behavior may range from pleasant, to embarrassing and disconsolate, to verbally threatening and abusive for starting, stopping, and transferring their service using the utility billing software.
- Maintains records from processing customer payments, filing billing reports for all payments type such as desktop teller, EFTs, ACH, web payments, lockbox payments, and returned payments. Updates billing system and updates audit spreadsheet daily.
- Backup tap sales, billing, accounts adjustments, and ACH applications for utility billing software.
- Maintain A/P Inbox, complete any RPs according to the guidelines, route for Finance approval and enter the payable in the accounts payable system to cut weekly checks. Files records according to the guidelines.
- Help with title companies in requesting final estimate requests. Ensure the new service accounts for accuracy.
- Other duties as required and necessary to ensure the success of the organization.

Supervisory duties:

- None.

Knowledge, skills and abilities:

- Ability to consistently promote, support, work, and act with an expectation of agency in a manner in support of the District's policies, mission, vision and values.
- Ability to handle a wide variety of customers whose behavior may range from pleasant, to embarrassing and disconsolate, to verbally threatening and abusive.
- Basic knowledge of Microsoft Suite including Teams, OneNote, etc.
- Ability to learn specialized software.
- Knowledge of basic math with the ability to think logically and solve problems.
- Organizational skill and ability to plan and manage multiple tasks in a fast-paced environment.
- Ability to work well under pressure and meet deadlines.
- Ability to communicate effectively and diplomatically with customers, co-workers and District employees in person, over the phone, or through written correspondence.
- Ability to consult with others in the department and interpret printed or electronic data on a daily basis.
- Ability to work independently and to establish and maintain effective working relationships with other employees and the public.

Additional Requirements/Licenses/Certifications:

- Must have reliable transportation.

Material and equipment directly used:

- This role routinely uses standard office equipment such as a computer, multi-line telephone system, photocopier, printer, scanner, postage meter, and calculator.
- Microsoft Office software.

Physical Activities:

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.

- While performing the duties of this job, the employee is regularly required to talk or hear. This is largely a sedentary role; however, some filing is required; it would require the ability to reach for and lift files, open filing cabinets and bend or stand on a stool as necessary. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
- Work primarily involves a high degree of visual and/or mental concentration.
- Light physical effort is required by handling objects up to 20 pounds occasionally and/or up to 10 pounds frequently.

Education:

- High School Diploma or General Education Diploma (GED) equivalent is required.

Experience:

- Minimum of Three (3) years work experience in a billing related / fast-paced customer service setting required.
- Basic knowledge of Microsoft Word and Excel is required.
- An equivalent combination of education and experience may be substituted on a year for year basis.

Working environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Work is generally performed in an indoor professional office environment.

Passing a driving record (MVR) and criminal history background checks will be required prior to the start of employment.

I have read this Job Description, asked for clarification of any items that are unclear to me, and agree to fulfill my duties as outlined. I understand that this is not all-inclusive, and that I will be responsible for performing other duties as assigned. I understand that this does not constitute a contract of employment and that either the company or I may terminate my employment at will, with or without cause.

Printed Name

Date

Signature