

Fort Bend County W.C. & I. D. No. 2
Accounts Receivable Customer Service Representative

Job Title: Accounts Receivable Customer Service Representative
Department: Accounts Receivable
Reports To: Accounts Receivable Supervisor
FLSA Status:
Prepared By: Robbie Ginsel
Prepared Date: 6/2015
Approved By:
Approved Date:

Essential duties and responsibilities include the following: Other duties may be assigned.

- Answer incoming calls
- New Customer accounts – open/close accounts
- Receives and validates payments by phone and in person in cash collection
- Data entry payments to reconcile batches for deposits
- Handles mail and meter deposits
- Prepares IRIS alerts
- Assist customers with online payments, updating account information and set up ACH
- Balances cash drawer daily
- Processes all finals on the turn off and lock list and pulling their deposits
- Prepares field work orders with data entry
- Reconciles new final bills for customer refunds
- Process payments for Lab and Surcharge fees, permits, inspections and other invoices
- Customer service
- Receptionist duties

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Associate's degree (A. A.) or equivalent from two year college or technical school; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information one-on-one to customers, clients, and other employees of the organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Accounting software; Database software; Internet software; Order processing systems; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations:

Valid Class "C" Driver license

Physical Demands:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.