

Fort Bend County Water Control & Improvement District No. 2

Job Description

Job Title: A/R Customer Service Representative

Department: Administration

Reports to: Accounts Receivable Supervisor

Effective Date: November 15, 2024

JOB SUMMARY:

Under general supervision responsible for interacting with utility customers or their agents, utilizing various communication avenues to include (but not limited to) telephone, email or in person, to resolve a variety of questions and concerns regarding services provided. Also responsible for accepting payment and recording and balancing accounts receivable receipts.

EXAMPLES OF DUTIES:

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

1. Manage incoming and outgoing documents pertaining to new and current customer utility accounts.
2. Communicate with customers via phone, email or in person.
3. Provide detailed explanation to customers concerning billing, account status, payment history, meter readings, and service issues.
4. Assist customers with discrepancies in their bills, including overcharges, late fees, or incorrect readings.
5. Process customer payments for utility services through various methods, including phone, online, or in person payments.
6. Successfully navigate utility billing system to retrieve and review utility billing data.
7. Monitor customer's accounts for payment status and to ensure accurate records of payments, adjustment and credits.
8. Reconcile daily to balance and prepare bank deposits.
9. Sort and distribute incoming mail.
10. Prepare and dispatch field service work orders.
11. Reconcile final bills for customer refunds.
12. Process payments for Lab and Surcharge fees, permits, inspections and other invoices.
13. Effectively communicate with all departments within the district as needed.
14. Prepares IRIS alerts.
15. Special projects and other duties as assigned.

Knowledge of:

- Microsoft Office software, to include word processing, database, spreadsheet, and other specialized software programs.
- Filing methods and records management techniques.
- Utility billing practices for water, wastewater, and garbage service.
- Knowledge of utility rates, rules and regulations preferred.
- Skill in de-escalating stressful situations involving irate customers.
- Skill in preparing clear and concise reports and correspondence.
- Standard office procedures.

Ability to:

- Adapt to frequent changing priorities and circumstances.
- Ability to listen and ascertain the needs of customers.
- Communicate courteously and diplomatically with the general public.
- Interpret and apply laws, codes, regulations, policies, and procedures.
- Work efficiently and accurately under pressure.
- Lead and participate in a full range of administrative support services.
- Write and compose in a clear and concise manner correspondence using acceptable District format and proper grammar.
- Organize, coordinate, and complete departmental assignments with minimal supervision.
- Operate personal computer (Windows preferred).
- Operate standard office equipment.
- Communicate effectively with others, orally and in writing.
- Use discretion in handling sensitive matters.

The essential functions of this position will require the employee to be exposed to the following working conditions:

- Work in a temperature-controlled office environment with moderate noise.
- Frequently use office equipment such as a computer, copier, fax machine, postage machine, etc.
- Must be able to carry, push, pull, reach, and lift materials and objects up to 25 lbs.
- Extended standing, walking, sitting, reaching, stooping, and bending.
- Communicates verbally with Board of Directors, District management, co-workers, and the public in face-to-face, one-on-one, and group meetings.
- Regularly uses a telephone or radio for communication.
- Ability to speak and hear both in person, by telephone, and radio.
- Vision within normal ranges with or without correction.
- Regular attendance.

Selection Guidelines:

The appropriate knowledge, skills and abilities can be achieved through a variety of combinations of experience and training.

A typical example is:

Experience:	Three (3) or more years of experience in a utility billing, accounts receivable business environment, with daily customer interaction.
Training:	High school graduate or GED required. Some college level course work in accounting or finance/business administration is preferred.

Supervisory Responsibilities:

- None.