



**VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION
WATER CUSTOMER SERVICE REP - PT**

EFFECTIVE DATE: 5/20/2013

DEPARTMENT: Finance	WORK LOCATION: Village Hall		FLSA STATUS: Non-Exempt
CLASS CODE: 1450	RANGE: 9	PENSION: IMRF	UNION: N/U
REPORTS TO: Assistant Finance Director	LEVEL OF SUPERVISION RECEIVED: Direct Supervision		LICENSE/CERTIFICATES: None

SUMMARY:

Performs day-to-day operations of the Village's utility billing system. Responsible for data entry and retrieval to produce daily and monthly reports; generating water bills and final notices; servicing water accounts by answering inquiries; and performing records maintenance on all new and existing accounts.

Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Receives inquiries over the phone and in person regarding account status, consumption, and meter equipment failures; prepares work trouble reports; maintains trouble report files.	Daily 65%
2.	Responds to water billing complaints regarding current water bills, past due bills, high water usage and shut-offs; explains related ordinances and procedures, and expedites the collection of delinquent accounts.	Daily 45%

3.	Prepares water bills. Calculates, runs, sorts, and mails water bills and shut-off notices. Loads and unloads water meter reading guns with necessary account data. Exports readings from water meter reading guns to the water billing computer system; posts readings to accounts.	Daily 25%
4.	Prepares final water bills - inputs account information from Trouble Reports, manually calculates final bills, makes copies, presents bill to customer for payment.	Daily 40%
5.	Reviews monthly reports for errors and inconsistencies and corrects when necessary.	Monthly 5-10%
6.	Posts account adjustments (potentially to all accounts) and account usage (primarily to commercial accounts) into the computer from meter reading books.	Weekly 10%
7.	Updates water filing system, as needed. Performs routine filing, simple keyboarding and processes in-coming mail for the Water Billing Division. Enters new resident information into the computer system; establishes computer/files for accounts pertaining to new construction.	Daily 65%
8.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Prepares files for storage.
2.	Performs other duties, tasks, and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. *(List specific responsibilities below)*

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D.)
- Degree or coursework should be in...

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

Additional Experience (Select as appropriate)

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications:

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.

- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.

- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.

- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.

- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

Foreign language skills Ability to speak and/or read, write and comprehend...

- A Plus
- Preferred
- Required

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

Type 35 wpm (corrected); 7,000 kph for alpha/numeric data entry; 8,000 kph for numeric/ten key data entry.

Perform mathematical computations accurately and quickly.

Accurately enter data.

Quickly analyze data to respond to inquiries.

Set priorities and meet deadlines in a fast-paced environment with frequent interruptions.

Maintain routine filing systems.

Learn repetitive tasks in a reasonable length of time.

Communicate effectively verbally and in writing.

Respond to and interact with customers, employees and others within and outside the organization in a courteous and professional manner.

Establish successful working relationships with other employees, supervisors and other departments.

Read, write, speak and comprehend the English language.

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 with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	<u>X</u>	_____	_____
Walks	_____	<u>X</u>	_____	_____
Sits	_____	_____	_____	<u>X</u>
Uses fingers in a repetitive motion	_____	_____	<u>X</u>	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	<u>X</u>	_____
Reaches with hands and arms above shoulder	_____	_____	<u>X</u>	_____
Climbs or balances	_____	<u>X</u>	_____	_____
Twists or turns	_____	<u>X</u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	_____	<u>X</u>	_____
Pulls, pushes, or carries	_____	_____	<u>X</u>	_____
Talks or hears	_____	_____	<u>X</u>	_____
Tastes or smells	<u>X</u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	<u>X</u>	_____	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	<u>X</u>	_____	_____
Lifts or move 10 to 20 pounds (light)	<u>X</u>	_____	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u>X</u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u>X</u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

_____ Absence of color blindness

_____ Corrected vision of...

_____ Uncorrected vision of...

<i>Enter specific vision requirement here</i>
<i>Enter specific vision requirement here</i>

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

----- Amount of Time -----

Environmental Conditions

None Less than 1/3 1/3 to 2/3 More than 2/3

Customary indoor conditions	_____	_____	_____	<u>X</u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u>X</u>	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u>X</u>	_____	_____	_____
Works near moving mechanical parts	<u>X</u>	_____	_____	_____
Works in high precarious places, underground, or confined spaces	<u>X</u>	_____	_____	_____
Flying debris or airborne particles	<u>X</u>	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	<u>X</u>	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u>X</u>	_____	_____	_____
Risk of electrical shock	<u>X</u>	_____	_____	_____
Works with explosives or risk of radiation	<u>X</u>	_____	_____	_____
Vibration	<u>X</u>	_____	_____	_____
Extreme illumination	<u>X</u>	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	<u>X</u>
Moderate noise level (Raised voice levels)	<u>X</u>	_____	_____	_____
High noise level (Shouting/ear protection may be needed)	<u>X</u>	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.


This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: _____

Revision Date: _____