

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Financial Service Representative I

Department: Finance
Pay Grade: 505
FLSA Status: Non-Exempt
Job Code: F380

JOB SUMMARY

The purpose of this classification is to perform administrative, clerical and customer service duties to support the account management and billing operations for City Property Taxes, Utilities and Court Fees. Work involves maintaining account information; performing data entry and retrieval; receiving and processing payments; assisting citizens with account and billing questions; and maintaining related files and records.

ESSENTIAL JOB FUNCTIONS

- Receives customer calls to establish and/or disconnect utilities and tax inquiries. Provides front line customer service; receives and records customer payments for utilities and taxes. Provides receipt of payment to customers; balances batches and cash drawer.
- Ensures the completeness and accuracy of all opening, closing, and intermediate transactions.
- Maintains customer accounts for assigned programs including property taxes and utility services; receives and accepts applications for utility services and homestead exemption.
- Receives requests and adjustments for utility accounts and property tax assessments.
- Creates work orders and forwards to appropriate department and/or staff; identifies work order/request on account records; and tracks and records work orders and completion of customer request.
- Researches returned mail, processes new statements and mail to customers.
- Receives utility accounts for sanitation vacancy or hardship exemptions;
- Researches home sales, assessments, property ownership and other information pertaining to property taxes; updates account information; and/or submits new information to appropriate staff, agency or department.

- Processes Alcohol License and Alcohol Excise Tax payments and scan documents.
- Processes Public Accommodations Excise Tax (Hotel/Motel) payments and scan documents.
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- Provides customer service to City residents, property owners, utilities customers, business owners, and the general public; receives walk in customers, telephone calls, e-mails and written correspondence; researches and provides information pertaining to customer accounts, utility rates, billing questions, property ownership, assessments and other department services; explains City policies, procedures and program related information; refers customers to other departments as appropriate; and prepares and mails informational packets to new customers.
- Answer phone calls for Utility Billing, Taxes and General Billing. Operates a personal computer and general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a High school diploma or GED; supplemented by two (2) years of clerical, bookkeeping and/or customer service experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- None

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Knowledge of rules, regulations, policies and procedures governing City property tax, utility billing, and occupational tax programs.
- Knowledge of general bookkeeping practices, customer service principles, and of recordkeeping and filing techniques. Skill in the use of computers and general office equipment.
- Ability to maintain automated databases, spreadsheets, and manual records and files pertaining property tax, utility billing, and occupational tax programs and customer accounts.
- Ability to deal tactfully and courteously with customers and the general public.
- Ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.