

CAMBRIA COMMUNITY SERVICES DISTRICT

ADMINISTRATIVE TECHNICIAN III - UTILITY BILLING & FRONT DESK

DEFINITION:

Under direction of the Finance Manager, handles a variety of duties which require a general understanding of the policies, procedures and services of the District. Handles the utility billing system, maintains the billing master file records, and collection procedures related to utility billing. Is responsible for the maintenance of the specialized software for the District's programs relating to water and wastewater service allocations. This is the lead person at the front desk and is often the initial contact between the CCSD and the public and duties shall be conducted in a prompt and courteous manner, which generates a positive reflection on the CCSD. Assists in permit processing, parcel management and wastewater service allocation and management of assigned projects.

This is a position within the SEIU employee group.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Utilizes specialized computer software for both the utility billing system and the parcel management system.
- Maintains the utility billing system, prepares utility bills, delinquency notices and initiates shut-off notices. Collection of delinquent accounts and issue collection letters, assigns to collection agency, and files liens on properties. Maintains the records related to water and wastewater service allocations and coordinates invoicing for excess use when appropriate.
- Periodically update water and sewer rates in the utility billing system.
- Responsible for and maintains the forms associated with the billing system.
- Coordinates meter readings, re-reads, entry and adjustments as needed for billing.
- Establishes new accounts, closes inactive accounts, process change of owner or tenant information, and returned payments for NSF.
- Audits cash.
- Act as cash drawer custodian, reconciling as necessary.
- Responsible for maintaining Veterans' Hall calendar, contracts, and records. Schedule activity at Veterans' Hall. Maintain Banners' records and schedule related activity.
- Leads the District's water bill modification program.
- Perform duties at the front desk, respond to public traffic, electronic messages and answer all incoming telephone calls and faxes and distribute as necessary. Provide information about CCSD services, policies/procedures and programs. Identify customer concerns and facilitate solutions to service issues.
- Perform Accounts Receivable functions-processing Utility and Miscellaneous payments received in all forms, as related to walk-in payments.

- May assist with the administration functions associated with retrofit inspections to include scheduling inspections, coordinating with the Water Department and maintaining records including the conservation point bank. Assists with the assessment programs; Fire Suppression Benefit Assessment, Fire Hazard Fuel Reduction Program, Water and Wastewater Stand-by Availability Charges.
- May assist with Voluntary Lot Mergers.
- Assists with connection permits.
- Assists with wait list invoice mailing process.
- Assists with address changes in CIS and MOMS.
- Process and distribute mail for the purpose of ensuring incoming/outgoing correspondence into the department is processed in a timely manner.
- Responds to inquiries regarding District requirements and policies and provides information on proper water use and effective conservation techniques.
- Performs research and prepares reports for District management and the Board of Directors.
- Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous, and respectful, and to actively participate in maintaining a positive customer service environment.
- Ability to interact with the public and District Personnel and maintain cooperative working relationships.
- Communicates clearly and concisely, both orally and in writing.
- Perform special research projects and other administrative tasks as assigned.
- All other duties as assigned.

KNOWLEDGE:

- Modern office practices and procedures; Customer service techniques; Filing systems and procedures; Two years of experience in a computerized financial environment.
- Oral and written communication skills; Letter and report styles and formats; Word processing and database applications.
- Correct English usage, grammar, spelling and punctuation; Basic math.

SKILLS/ABILITIES:

- Learn specialized departmental computer software and navigate web-based applications. Performs a variety of technical functions.
- Prioritizes and organizes multiple work activities to effectively meet deadlines; Adapts to changing priorities.
- Works with minimal supervision.
- Learns, interprets, and applies departmental and CCSD policies and procedures; Learns basic federal, and state and local laws, codes, regulations, policies and procedures.
- Responds to requests for information and assistance from employees, outside agencies and the public.

Revised 6/11/2018

- Participates in developing reports and recommendations.
- Establishes and maintains accurate records and reports.
- Uses independent judgment and discretion.
- Competently operate a computer, FAX and other office equipment.

REQUIRED QUALIFICATIONS:

- Experience:** Any combination of training, education, and experience which demonstrates an ability to perform the duties of the position or any combination of education, training and/or work experience to demonstrate knowledge, skills, and abilities to meet the above minimum requirements.
- Education:** Associate of Arts Degree in Business, Finance, Public Administration or related field with minimum of three years of progressive experience in utility billing and data management programs, preferably in a public agency, or equivalent combination of education and experience.
- License:** Valid California Class "C" driver's license. Must maintain satisfactory DMV record and ability to maintain insurability.