



**JOB ANNOUNCEMENT
CITY OF TROY, AL
INTERNAL/EXTERNAL**

CLASSIFICATION TITLE:

Office Manager - Customer Service/Billing

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE: 05/20/2019

CLOSING DATE: 05/28/2019

PAY RATE: Skill Level 12

SUMMARY DESCRIPTION:

Under supervision of the General Manager, this position is responsible for all duties associated with customer service and billing. Such duties as, but not limited to direct supervision of these areas: 311 Call Center, Customer Service, Billing, billing collections, customer complaints, and other duties as required.

REPRESENTATIVE DUTIES: Under the General Manager:

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs administrative and professional work in customer service and billing including 311 call center.
2. Plans, directs, supervises and coordinates the day to day operations of the City's customer service, billing, 311, and other systems as assigned.
3. Discuss and correspond with customers about various requirements, regulations and charges concerning billing services, problems pertaining to excessive usage and complaints about charges and services.
4. Maintains harmony among all CSR's and resolves grievances; performs and assist other employees in performing duties; adjusts errors and complaints.
5. Study, analyze, and standardize procedures to improve efficiency and increase the level of service provided to the public by CSR's/311 call center.
6. Perform other related duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Knowledge of Incode billing software and its use.
- Knowledge of Incode department purchase order issuance procedures and processing.
- Knowledge of customer service techniques, practices, and principles.
- Knowledge of debt collection procedures and familiarity with debts for bankrupt customers.
- Knowledge of principles and practices of basic accounting.
- Knowledge of methods and techniques of cash handling.
- Knowledge of modern office procedures, methods and equipment including computers.
- Knowledge of computer applications such as word processing, spreadsheets, and databases.
- Knowledge of principles and procedures of report preparation, financial record keeping and reporting.
- Knowledge of English usage, spelling, grammar and punctuation.
- Knowledge of basic mathematical principles.
- Ability to provide a full range of customer service related to billing.
- Ability to handle a diverse set of customer comments, inquiries and complaints in a polite and professional manner.
- Ability to deal with a variety of interpersonal styles and personalities in an appropriate and diplomatic manner.
- Ability to perform a variety of basic accounting duties.
- Ability to keep organized, current and accurate records, and work with detailed information for sustained periods of time.
- Ability to accurately perform mathematical calculations involving addition, subtraction, multiplication, division, fractions, decimals and percentages.
- Ability to adapt to changing technologies and learn functionality of new equipment and systems.
- Ability to operate office equipment including cash drawer, 10-key calculator, computers and supporting word processing and spreadsheet applications.
- Ability to understand and follow oral and written instructions.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted during work.

MINIMUM QUALIFICATIONS

1. Bachelor of Science Degree preferred.
2. Minimum of 3 years' experience in customer service related topics.
3. Working knowledge of Incode utility billing software is required.
4. Experience with QAlert software is required.
5. Must have a valid Alabama Driver's License, and insurable with the City of Troy's liability insurance carrier.
6. Subsequent to job offer, must submit to and pass a pre-employment physical, and drug and

- alcohol screening.
7. Subsequent to job offer, position subject to satisfactory background check.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification but are determined by the normal requirements for the position.

Essential Physical Abilities
Work is primarily performed in an office setting. Must possess the mobility to spend a minimum of 75% of the working day standing and/or moving about in the work place. Sits, stands, bends, lifts, and moves intermittently during working hours.
Supervisory Control
The General Manager assigns work in terms of general instructions. The General Manager spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the results.
Guidelines
Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific but may require some interpretation in application.
Complexity
The work consists of customer service related duties. The ability to adhere to federal, state, and local requirements contributes to the complexity of this position.
Scope & Effect
The purpose of this position is to provide administrative support to the Utility Department, customer service to the public, and to act under the supervision of the General Manager. Success in this position results in greater effectiveness of the City of processes and services.
Personal Contacts
Contacts are typically with customers, employees, co-workers, support agencies, and members of the public.
Purpose of Contacts
Contacts are typically to give or exchange information, resolve problems, and provide services.
Work Environment
The work is typically performed in an office setting.
Supervision Exercised
Customer Service, 311, Billing

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require

meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments.

Successful applicant is required to pass physical examination and drug test and have a valid Alabama Drivers' License. Position subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy Department of Human Resources
301 Charles W. Meeks Avenue
Troy, AL 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

The City of Troy is an Equal Opportunity Employer