

City of DeFuniak Springs

1350 Baldwin Avenue
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DeFuniak Springs, FL 32435



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www.defuniaksprings.net

JOB NOTICE **TEMPORARY FINANCE/UTILITY BILLING REPRESENTATIVE –** **FINANCE/UTILITY BILLING DEPARTMENT**

Post Date: March 16, 2023

Close Date: Open Until Filled

FLSA Status: Non-exempt

Starting Pay Rate: \$15 hourly

Job Summary:

This position performs cash handling, routine clerical, administrative, data processing work, calculating, posting and verifying duties to obtain financial data for use in maintaining billing and accounting records in the finance department.

Essential Job Functions:

- Operate, maintain and balance cash drawer.
- Post customer payments by recording cash, check and credit card payments.
- Responsible for the collection of utility bills and miscellaneous receivables within the City.
- Post transactions to billing records such as payments, adjustments and/or billings.
- Enters information into the computer and/or computes amounts due.
- Assists in maintaining and creating utility customer accounts and workorders.
- Receives phone calls and citizen visits concerning billings and/or services.
- Responds promptly and professionally when returning telephone calls and replying to correspondences.
- Maintains accurate files, including pulling and filing customer applications, work orders and other documents in a current, neat and orderly manner.
- Create and maintain accurate electronic records, to include scanning, reviewing, and filing, appropriately and timely.
- Receives and distributes City mail.
- Prepares miscellaneous invoices and other reports.
- Complete, respond and file received Lien searches.
- Adheres to and makes decisions in accordance with applicable laws, rules, regulations, policies, city resolutions and ordinances.
- Offers support to Department Supervisor and/or Director as needed.
- Adheres to work schedule and attendance requirements.
- Adheres to all safety rules and regulations.
- Performs other duties as directed and required.
- Must create a positive public image as a representative of the City.

Required Qualification(s):

High School Diploma or GED. Requires a valid driver license.

Preferred/Desirable Qualification(s): An Associate's Degree in accounting or general business is preferred. A progressively demonstrated skill of at least three (3) years experience and aptitude for performing accounting, preferably in the public sector, is desired. A preferred typing speed of 35 w/p/m or better. Being bilingual is highly preferred.

Special Requirement(s): Must have knowledge of cash handling, personal computers, office equipment and Microsoft Office Environment. Must be detail oriented and have the ability to multi-task and work in a fast-paced office environment.

An equivalent combination of education, training and experience may be substituted for the minimum requirements.

Applications may be obtained by visiting the City's website at www.defuniaksprings.net or City Hall, 1350 Baldwin Avenue, DeFuniak Springs, Florida 32435. For more information, please contact the human resources department at 850-892-8500.

The City of DeFuniak Springs is an Equal Opportunity/Affirmative Action/ADA Employer/Drug Free Workplace. The City provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military.

City of DeFuniak Springs – Temporary Finance/Utility Billing Representative

FLSA STATUS: Non-Exempt
SUPERVISORY STATUS: Non-Supervisory

DEPARTMENT: Finance/Utility Billing
REPORTS TO: Finance Supervisor

JOB SUMMARY:

This position performs cash handling, routine clerical, administrative, data processing work, calculating, posting and verifying duties to obtain financial data for use in maintaining billing and accounting records in the finance department.

ESSENTIAL JOB FUNCTIONS:

The following statements describe the principal functions of this job and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

- Operate, maintain and balance cash drawer.
- Post customer payments by recording cash, check and credit card payments.
- Responsible for the collection of utility bills and miscellaneous receivables within the City.
- Post transactions to billing records such as payments, adjustments and/or billings.
- Enters information into the computer and/or computes amounts due.
- Assists in maintaining and creating utility customer accounts and workorders.
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- Offers support to Department Supervisor and/or Director as needed.
- Adheres to work schedule and attendance requirements.
- Adheres to all safety rules and regulations.
- Performs other duties as directed and required.
- Must create a positive public image as a representative of the City.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of modern office techniques, procedures, and practices.
- Skilled in operating with appropriate speed and accuracy a variety of standard office business equipment including a computer, printer, typewriter, telephone, calculator, copier, and fax machine.
- Skilled in dealing with customers and able to handle stressful situations.
- Cash handling with accuracy and promptness.
- Ability to learn the City ordinances as they relate to the Finance/Utility Billing Department.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to communicate effectively verbally and in writing with employees, supervisors, department directors, other governmental agency representatives, and the public.
- Ability to use specified computer applications involving word processing, spreadsheets, data entry, and standard report generation.

- Ability to meet multiple deadlines and possess strong organizational skills, including attention to detail.
- Ability to establish successful working relationships.
- Ability to work under pressure with frequent interruptions, which may include angry or difficult customers.
- Ability to exercise considerable tact and courtesy in contact with the general public.

QUALIFICATIONS, TRAINING AND EXPERIENCE:

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Special Requirement(s): Must have knowledge of cash handling, personal computers, office equipment and Microsoft Office Environment. Must be detail oriented and have the ability to multi-task and work in a fast-paced office environment.

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PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee successfully to perform the essential functions of this job. The work environment characteristics are those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Demands:

Must speak, read, write and comprehend fluent English. Requires the ability to coordinate hands and eyes using modern office equipment and must have moderate levels of eye/hand/foot coordination. Requires use of hand/fingers to handle, feel, and operate objects, tools, or controls such as keyboard; and reach with hands and arms. Specific vision abilities require close vision and ability to adjust focus. Requires the ability to differentiate colors and shades of colors and the ability to talk and hear. Must be able to lift and/or move up to twenty-five (25) pounds. Physical demands are in excess of sedentary work; requires prolonged periods of standing. Occasionally required to stand, walk, stoop, kneel, and crouch.

Work Environment:

Typical work environment will be in an office setting. The noise level is usually quiet to moderate. Occasionally exposed to outdoor weather. Requires occasional travel representing the city at meetings, in various professional associations, or for training and career development. Subject to be called in on a holiday or during an emergency situation.

This job description is not intended to be a contract for employment, and the employer reserves the right to make any necessary revisions to the job description at any time without notice.

Employee Signature: _____ Date: _____