

**MAJOR FUNCTION**

This is direct and indirect public contact work establishing, servicing, responding, and resolving technical/citizen inquiries with adhering to regulations, ordinances, and guidelines. The employee provides on going account review, management and maintenance and responds to the more difficult inquires related to internal/external customer issues. The work is performed under the general direction of a technical/administrative superior; however, the employee is expected to exercise considerable independent judgment and initiative in the performance of daily duties, as well as tact and self-control under trying circumstances. Work is reviewed through analysis of reports, observations, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Under the general direction of a technical/administrative superior, handles inquiries and correct billing issues when necessary. Answers inquiries concerning billing as well as other governmental services and activities and coordinates with other departments. Assists in developing, installing, and maintaining management systems, forms, and procedures. Serves as the primary contact for the receipt and processing of requests to initiate and/or terminate divisions services. Makes credit arrangements, analyzes accounts. Handles routine review of accounts for accuracy and outstanding balances. Handles cash, credit, and check transactions. Analyze account histories for resolution of problems. Serves on different committees, acting on independent judgement using guidelines, policies, and ordinances. May plan, direct, and/or supervise the work of a technical or clerical staff. Establishes deposit/security requirements that consider customer's credit worthiness and the City's exposure to risk. Issues, bill, collects, establishes and maintains files to ensure notices are timely. Processes all adjustments and corrections to ensure proper billing for assigned accounts. Assists in the training of employees; assists supervisor with the end of the day closeouts. Processes and encodes all mail payments/correspondence and prepares multiple deposits for payments for miscellaneous revenue. Monitors, tracks, and reports any impacts on day-to-day operations.

**Other Important Duties**

Sets up and maintains all master accounts. Reviews accounts to ascertain those that should be referred to a collection agency. Prepares correspondence. Maintains records. Promotes good will between the City and its residents or visitors, Assigned special projects. Serves on ad hoc teams and committees as needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of billing, recording, history, monitoring, and accounting procedures. Considerable knowledge of customer billing, credit collection, and overall accounts operations or practices and procedures. Considerable knowledge of laws of the State of Florida and the ordinances of the City of Tallahassee. Ability to interpret and apply applicable laws, ordinances, and other regulations. Considerable knowledge of the interface of the Revenue/Treasurer Clerk's department with data processing, consumer services, and accounting records. Ability to work under pressure and maintain a high level of accuracy. Ability to follow complex orders and/or written instructions. Ability to establish and maintain a good working relationship with peers, supervisors, and the general public. Ability to maintain and analyze records, to prepare complex records and reports. Ability to exercise good independent judgment in making decisions. Ability to communicate effectively and concisely, orally and in writing. Skill in conflict resolution and interpersonal communication. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree and one year of experience that includes customer service, customer or public relations, higher level experience that includes billing, cash receipts and controls, accounting, or credit and collections; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment. (At the department director's discretion, the noted license may not be required).

Established: 07-16-20