

CITY OF ROSWELL, GEORGIA
CLASSIFICATION SPECIFICATION

Code:	F380
FLSA:	N
WC:	8810
EEO:	6
PG:	505

CLASSIFICATION TITLE: FINANCIAL SERVICES REPRESENTATIVE – I

Applications are accepted on-line only at www.roswellgov.com/employment

PURPOSE OF CLASSIFICATION

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 FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

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.

Maintains customer accounts for assigned programs including property taxes and utility services; receives and accepts applications for utility services and homestead exemption.

Receives and processes requests & 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.

Maintains and updates City of Roswell internal accounts and unclaimed properties.

Receives and enters new meter applications and sewer permits.

Maintains utility accounts for sanitation vacancy or hardship exemptions; makes all financial adjustments necessary to accounts that have been granted exemptions.

Researches home sales, assessments, property ownership and other information pertaining to property taxes; prepares and provides information to attorneys for real estate closings; updates account information; and/or submits new information to appropriate staff, agency or department.

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.

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.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by two 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.

PERFORMANCE APTITUDES

Specific Knowledge, Skills, or Abilities: Requires 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.

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the 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.

Functional Reasoning: Requires the 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.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, 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.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer