

## Job Description

## Decatur Utilities

<b>Job Title:</b>	<b>Payment Representative</b>
<b>Work Group:</b>	Customer Service
<b>Reports To:</b>	Customer Service Supervisor
<b>FLSA Status:</b>	Non-Exempt
<b>Pay Grade:</b>	4
<b>Residency Required:</b>	No
<b>Work Location:</b>	Main Office – 1002 Central Parkway SW
<b>Last Revision:</b>	August 2019

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### SUMMARY

Receives legal tender from customers in payment for utility services and maintains a high degree of accuracy in money transactions and computer data entry tasks by performing the following duties:

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*A commitment to safety, providing reliable utility services, protecting public health and providing excellent customer service are the responsibilities of all job positions at Decatur Utilities. We believe that teamwork, open communication, honesty, integrity, fairness, diversity and respect for each other are essential traits to perform all job duties.*

- Greets walk-in and drive thru customers in a positive and welcoming manner.
- Receives payment for utility services via mail or directly from customers, makes correct change, enters data into computer and issues receipt to customer.
- Computes or recomputes bill showing amount due.
- Prepares and maintains daily cash reports and monthly cash balancing reports with accounting.
- Transfers cash to the safe and balances safe each work day.
- Maintains security at work station and with safe.
- Prepares daily deposits and change orders.
- Processes after-hour offsite payments.
- Provides daily back-up relief for receptionist.
- Opens, processes and balances mail and night box payments.
- Performs various clerical tasks as needed.

### SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION AND/OR EXPERIENCE

High School Diploma or GED equivalent. Minimum 2 years additional related work experience.

### COMMUNICATION SKILLS

Above average communication is required to effectively greet and assist customers in a positive and professional manner. Language barrier may exist due to diverse customer base and requires additional skills to handle properly. Ability to read and comprehend bill statements and routine business correspondence and documents.

**COMPUTER SKILLS**

Proficient in NorthStar cashier modules and bank deposit software for customer bill payments. Ability to use Microsoft Outlook for email communications and Internet Explorer to navigate online Employee Self Serve webpage for personal payroll, benefit and employee information. Other office skills include ability to use copier, scanner, fax and calculator.

**MATHEMATICAL SKILLS**

Ability to use mathematical concepts such as addition, subtraction, multiplication, division, fractions, decimals, percentages and averages and apply to practical business situations.

**REASONING/COMPLEXITY**

Ability to apply common sense understanding to a variety of operations of a recurring clerical nature and carry out detailed instructions.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

No significant physical demands. Job requires the ability to speak, see and hear; ability to stand and sit and use hands and fingers to navigate computer screens. Job occasionally requires some very light lifting of files, office supplies or mail up to 10 pounds. Office environment setting with no major source of discomfort, other than some cold and heat variation from the drive thru return/window opening.

**CERTIFICATES, LICENSES, TRAINING**

Customer Service Skills and applicable safety training as scheduled.

**OTHER REQUIREMENTS**

Available to work scheduled and unscheduled times to accommodate customer demands and emergency situations; must be trustworthy and able to maintain high degree of accuracy; must follow established work group policies and procedures, including Payment Representative policy, check cashing policy, shortage and overage standards; maintain professional business appearance and image; may be subject to random drug testing and driver's license checks if required to drive company vehicle; maintain personal credit standards due to handling customer payments and ensure confidentiality of customer account information.

Approved By: Kim Baker	Date: 08/20/2019
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*Original on File in Human Resources*