



DATE	APRIL 2024
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Financial Services Coordinator
 DEPARTMENT/DIVISION: Utility Customer Service
 REPORTS TO: Utility Customer Service Supervisor

SUMMARY: Responsible for providing advanced billing functions using specialized rate codes, advanced calculations, and ensuring the accuracy of more complex data from ancillary technology. Provide support to the Utility Customer Service Supervisor in training and supervising staff by running and analyzing reports, handling various projects, providing technical/subject matter support to team members, conducting complex problem solving, assisting in customer escalations, and serve as interim supervisor as needed.

ESSENTIAL JOB FUNCTIONS:

- Regularly completes advanced billing functions related to the areas of industrial surcharge, solid waste, water, and sewer charge calculations.
- Prepares, receives, and processes a variety of specialized transactions, billings, forms, invoices, notices, special service orders, billing calendars, reports, statistical data, and/or other financial information in assigned area of responsibility; researches and resolves discrepancies and/or erroneous information.
- Assists UCS Supervisor with hiring, evaluating, training, and coaching staff; running and analyzing performance reports to ensure quality.
- Answers and responds to in-person requests, customer escalations, phone calls, radio calls, and emails from multiple internal departments, vendors, citizens, and staff.
- Assists with tracking and maintaining the divisions KPIs.
- Assists Information Technology in designing changes to and testing software and other system applications.
- Evaluates customer requests or concerns, negotiates resolution, and documents resolution details utilizing mainframe billing system and PC based software.
- Prepares billing schedules assuring coordination with meter reading routes and Advanced Metering Infrastructure (AMI).
- Assist in administering effective training methods for new and existing staff.
- Assists in the interpretation of City policies, department specific guidelines/policies, and/or ordinances for customers and staff.
- Participates in/on a variety of meetings, committees, and/or other related groups to receive and convey information.
- Responds to emergency operation and on-call situations.
- Will Serve as the Team lead and act in the capacity of a supervisor in the absence of the Utility Customer Service supervisor.
- Monitors inventory and supply levels. Recommends replenishment of materials.
- Oversee and lead internal department-based projects.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Lead responsibility over Utility Customer Service office staff.
- Ability to temporarily step in as Supervisor in the event of the Supervisor's absence.
- Acts as first point of contact for customer escalations.
- Assist in the training of new and existing employees.
- Reviews invoices from department staff and submits for processing.
- Participates in reviewing applications, selecting viable candidates to interview, and participates in the hiring process of the candidate.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of principles and practices in assigned area of responsibility
- Knowledge of ordinances and state statues that applied to areas of responsibility
- Skilled in reviewing financial forms and paperwork for completeness and accuracy
- Skilled in performing business mathematics calculations, algebra, geometry, and basic statistics
- Skill in large database administration
- Skilled in maintaining files and records
- Skilled in providing customer service
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and, upgrading and troubleshooting related software applications
- Skilled in communicating effectively verbally and in writing with a variety of individuals
- Ability to prioritize and organize tasks to work independently

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- Three years of specialized experience related to area of assignment

PREFERENCE:

- Bachelor's Degree in Business Administration or related field
- Knowledge of financial terminology as it relates to banking, accounting, investments, cash and debt management and/or payroll

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 15 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- May be required to pass a credit check depending on assignment