

Phelan Piñon Hills Community Services District
Job Description

JOB TITLE: Administrative Technician II

EXEMPT:	No	SALARY LEVEL:	12
DEPARTMENT:	Administration	APPROVED:	4/14/2023
REPORTS TO:	Customer Service Supervisor		

SUMMARY:

Under the general direction of the Customer Service Supervisor, the “Administrative Technician II performs a variety of routine to complex customer service functions, billing functions, clerical and administrative support functions, delinquent account functions, meter-related construction and infrastructure administration, and accounts receivable functions. The Customer Service Supervisor will assign some or all of the essential and secondary duties listed below to the Administrative Technician II as deemed appropriate and necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Responsibilities and duties may include, but are not limited to, the following)

Customer Service & Billing:

- Receives and applies payments to customer accounts received in person or through the mail.
- Generates service orders for field staff.
- Prepares and posts account service, comments, and payment data to customer records by computer.
- Maintains records of past due customer accounts; prepares delinquent bill reminders and past due notices; sets dates for shut-off for non-payment; processes returned checks and refers delinquent accounts to collection agency in accordance with established District policy; reverses late fees and delinquent processing charges within authority levels and when warranted by the circumstances.
- Downloads and uploads information from meter reading devices into computer database and processes related reports.
- Generates and prepares billing statements, including delinquent bills and closing bills, for mailing; reviews, analyzes and verifies preliminary billing ledger reports prior to processing bills.
- Prepares disconnection list and processes disconnection service orders, lists & reports, and makes adjustments to accounts for applicable fees; prepares and mails letters to customers regarding delinquent accounts; follows up on delinquent customers and accounts that have been disconnected; follows up on letters in effort to make collections, prepares and files liens with the County.
- Prepares invoices for damage to infrastructure; prepares invoices for maps and other miscellaneous charges.

- Prepares monthly reports regarding prepaid fees, meter connections, billing registers, customer adjustments, and all other billing related month-end reporting functions; verifies all accounts are in balance; reports discrepancies and makes adjustments within District policy.
- Runs reports on accounts that have liens, track liens in spreadsheets and maintains lien release records, prepares and submits lien releases to county.
- Reviews and prepares standby assessments for public hearings and submission to County for inclusion on tax rolls.
- Provides demand letters to real estate agents, banks, etc., that include the calculation and estimation of current and future bills and fees due on accounts.
- Completes leak list process after billing reads are entered into Tyler: comment accounts, add account alerts, mail and email appropriate leak letters, and call customers to advise them of current leak status.

Administrative:

- Responds to customer requests in person or by telephone, website, mail, e-mail, or fax to initiate, add, or terminate service accounts; explains billing practices and rates; processes turn-on and turn-off requests, new and transfer accounts, and service orders.
- Generates service orders for field staff and makes a record of fieldwork completed.
- Answers and directs calls to appropriate District staff; answers a broad range of general information questions about District programs, policies, and procedures.
- Responds to correspondence from customers, developers, etc. in relation to meter set requirements; receives will serve requests, drafts water permits and logs meter install; compiles copy of permits; sets up new meter accounts in Tyler.
- Performs a wide variety of clerical tasks, including typing letters, memos, data entry, maintaining files, scanning files, picking-up and dropping off mail at post office, and sorting mail for distribution to District personnel.
- Operates a variety of office equipment including copier, fax machine, adding machine, postage meter, and scanner; utilizes various computer applications and software packages; maintains and generates reports.
- Reads, understands, and ensures compliance with the District's safety policies; attends safety meeting as required; reports all accidents, violations, or infractions to supervisor.
- Participates in cross-training and provides backup to other department staff, as needed.
- Regular attendance at worksite.

SECONDARY DUTIES AND RESPONSIBILITIES: (Responsibilities include, but are not limited to, the following)

- Performs a wide variety of responsible administrative and secretarial duties for management, supervisory staff, and other division staff as assigned; attends to

a variety of administrative details to ensure smooth operations of the assigned department or division in serving its customers.

- Types and/or drafts a wide variety of administrative, memorandum, financial, technical documents and reports from drafts, notes, dictations, or brief oral instructions using word processing software; proofreads or independently composes correspondence and reports related to assigned area of responsibility.
- Performs administrative activities of routine and moderate difficulty in support of various departments, which may include developing and updating a variety of databases and ability to perform complex mailing distributions
- Orders and maintains supplies for the office, and prepares requisitions for miscellaneous items as assigned and in adherence with District's purchasing policy.
- Verifies deposit, as prepared for the bank.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of, and the ability to maintain, a valid California Driver's License with a satisfactory driving record is required.
- Possession of, and the ability to maintain, current driver's insurance is required.

EDUCATION AND/OR EXPERIENCE:

- Qualifications for the position include any combination of education and experience that would provide the required knowledge and abilities to perform the duties of the position. A typical way to obtain the required knowledge and abilities would be equivalent to an Associate's degree from an accredited college or university with major coursework in business administration, customer service, office related functions, or a related field with three (3) years of experience in a similar position.
- Minimum of five (5) years related experience, or training and education, or a combination of training and education necessary to meet the minimum requirement.
- Completion of, or ability to complete within one year of appointment, either six (6) semester units or eight (8) quarter units of coursework in communications, customer service principles, accounting, or computer technology at an accredited college or university, or ninety (90) contact hours of instruction in customer service principles, accounting, or computer technology at a recognized vocational or adult school, or an equivalent program of instruction acceptable to the District.
- Experience in customer service functions in a government or public utility setting is highly desirable.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

KNOWLEDGE OF:

- Modern customer service techniques, practices, and principles; techniques for dealing with delinquent accounts.
- Modern office procedures, methods, and equipment, including computers, software applications such as word processing, spreadsheets, statistical databases, and automated accounting systems.
- Cash handling techniques.
- General business mathematics and calculations.
- Correct English usage, including spelling, grammar, and punctuation.
- District personnel rules and policies.
- Principles and methods of business correspondence, recordkeeping, and filing.

ABILITY TO:

- Provide tactful and courteous service to the public.
- Resolve complaints in a calm and effective manner.
- Perform mathematical calculations accurately and quickly.
- Respond to requests for information from the public and other departments in an accurate and timely manner.
- Explain District policies and procedures to customers.
- Work under steady pressure with frequent interruptions.
- Work independently in the absence of close supervision.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted within the course of work.

TYPICAL PHYSICAL DEMANDS:

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- On a continuous basis, sit at a desk and in meetings for long periods of time.
- Use a computer for long periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel occasionally by automobile in conducting District business.
- Occasionally travel by airplane in conducting District business.
- Regularly required use of hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee frequently is required to sit.
- Occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.