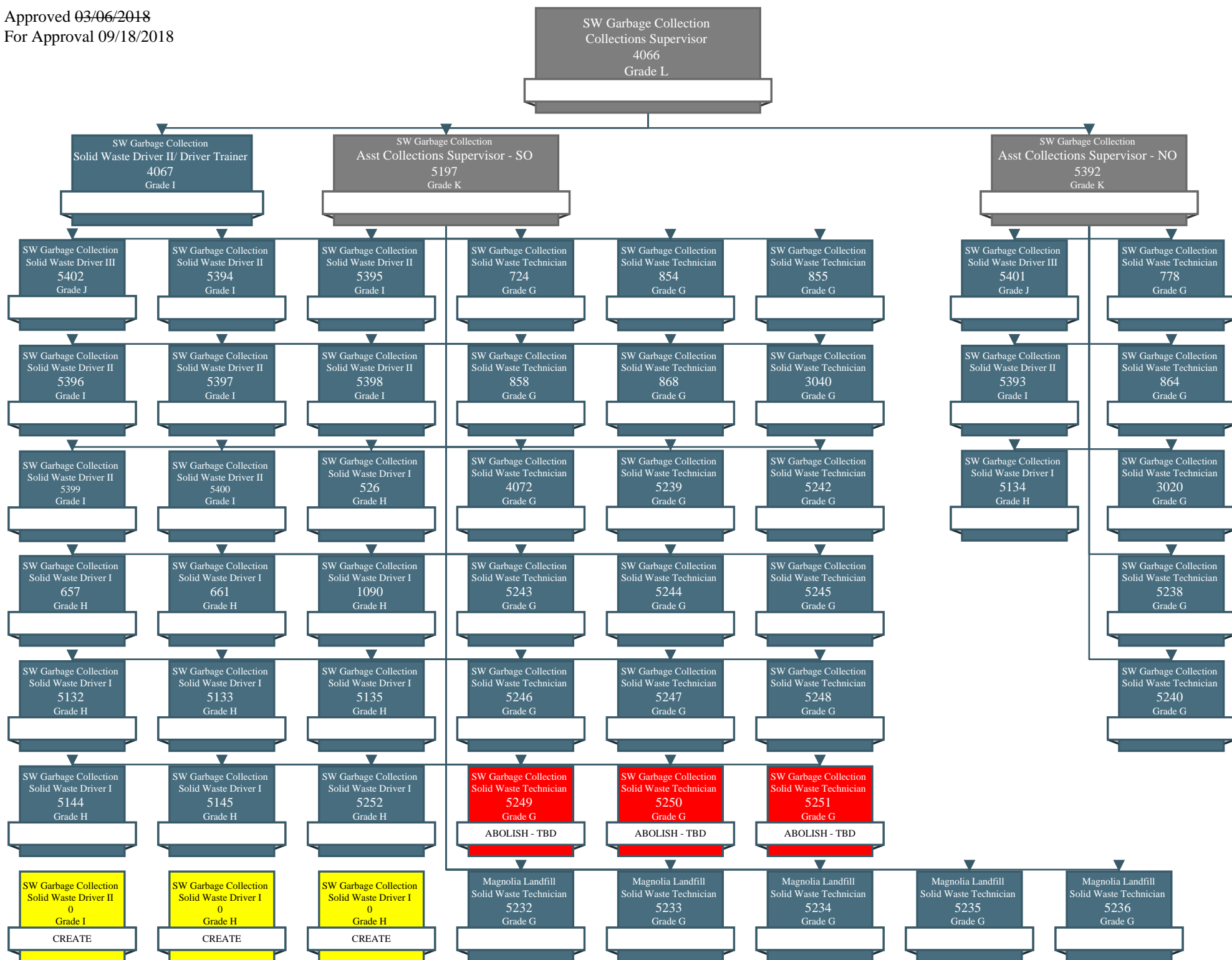
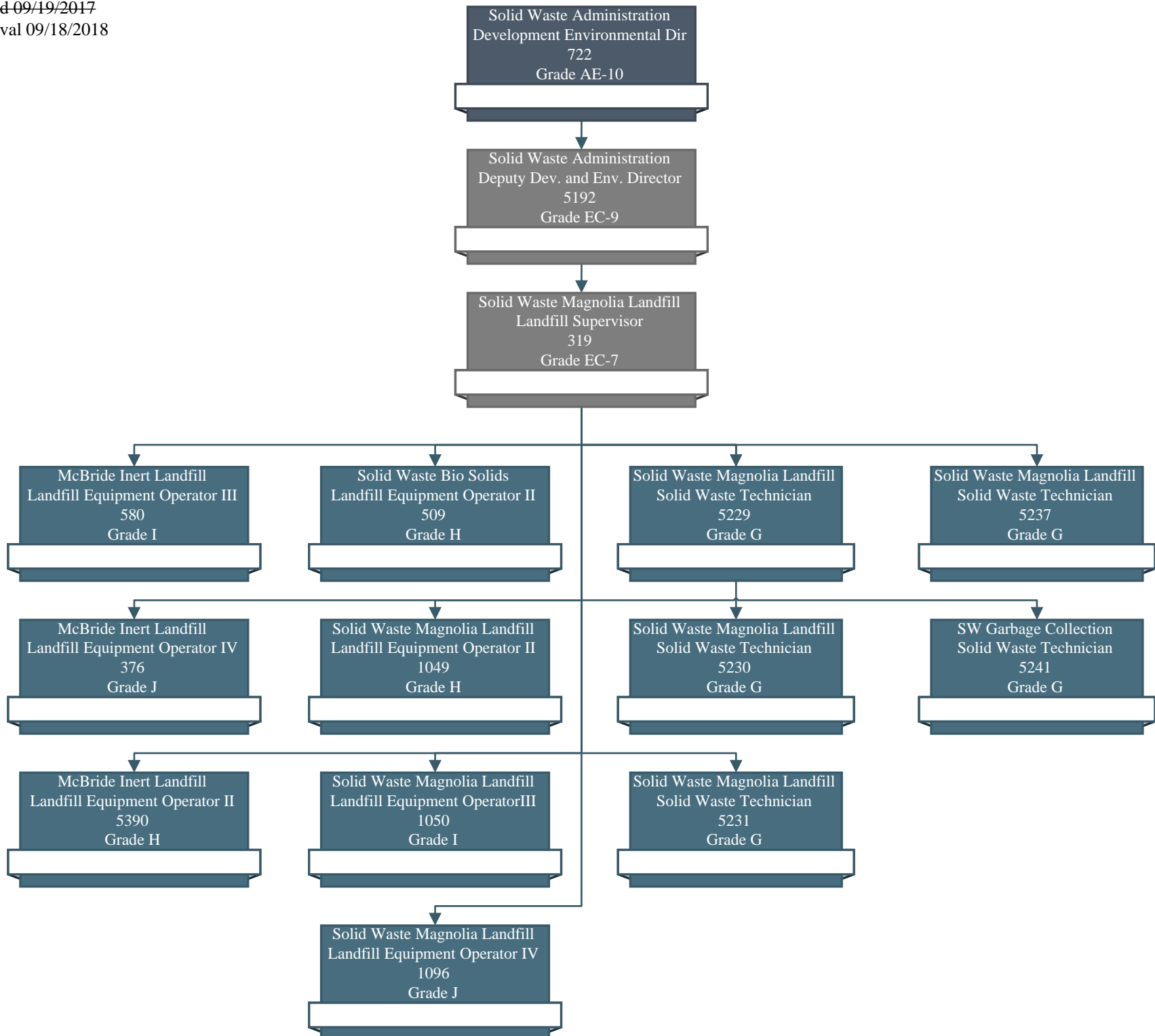
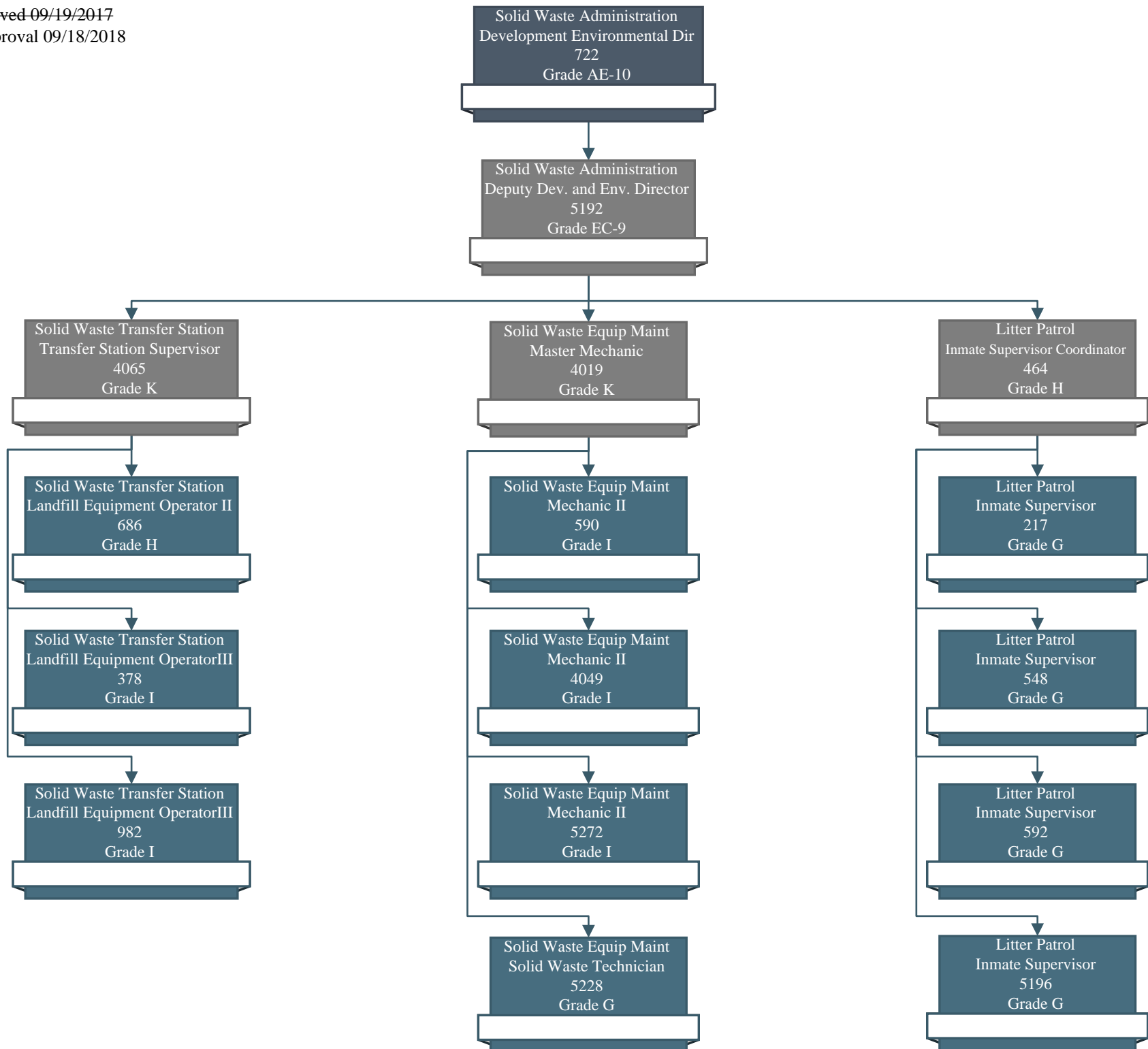


Approved 03/06/2018  
For Approval 09/18/2018







## **POSITION DESCRIPTION**

Title: Assistant Customer Service Manager

Department: Solid Waste

Job Analysis: September 2018

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports to: Customer Service Manager

Subordinate Staff: Billing Account Specialist I, Billing Account Specialist II

Internal Contacts: BCSW Staff, CIS Department

External Contacts: Commercial and Residential Customers, Municipalities, Health Department

Status: Classified/Non-Exempt (I)

### **Job Summary**

The Assistant Customer Service Manager is responsible for the front-line customer service for the Solid Waste Department. This position handles a high volume of walk-in traffic and calls to process customer account inquiries, requests and payments and provides all aspects of customer service to include, but not limited to: activating new accounts, terminating accounts, completing applications, processing exemptions, moves and changes and resolving customer complaints and problems. This position is also responsible for maintaining account notes and documenting phone conversations and written requests, heavy involvement with the exemption processes, and works closely with the compliance and accounting teams.

### **Job Domains**

1. Responsible for all front-desk window customer service operations.
2. Coordinate work flow assignments with staff: new account setups, exemption applications, web portal customer setups, service cancellations or terminations, and service requests.
3. Responsible for all aspects of Exemption application processing, including but not limited to, assisting walk-in customers with application submissions, mail-out process, and any follow-up necessary to complete applications.
4. Perform supervisory duties in the absence of Customer Service Manager.

## Billing

1. Maintain billing and collection documentation in an auditable state.
2. Process new accounts, terminated accounts and resolve problem accounts.
3. Work with Mobile Home Parks/Condos/RV Parks/Apartments owners to determine rate and account status of current residents.
4. Prepare all documentation necessary to request, debits, credits, and balance adjustments to customer accounts.
5. Perform research, as needed, to insure accurate records of property, probate and e-911 addressing.

## Collections

1. Post payments received to the proper account and maintain accurate files to the satisfaction of state audit requirements.
2. Process customer's walk-in payments and prepare the necessary documents/deposits for an accurate paper trail.
3. Work Social Security and Low Income Exemption applications and maintain the records in an auditable state.
4. Handle returned mail by working with property records, internet searches and local phone records to locate where customer currently resides.

## Customer Service

1. Handle customer complaints, record the complaint and resolve the issue. If it involves another department forward a copy to the department and track the complaint until it is resolved.
2. Assist customers with determining correct account status, i.e. Full Time, Seasonal, Vacant or Commercial.
3. Assist customers with allowed exemptions, send out applicable letters and applications to qualifying residents.
4. Ability to schedule, confirm and conduct exemption site visits to qualifying residents.

## Operations

1. Work, review and analyze reports and procedures to develop strategies for maximizing efficiencies within the department.
2. Assist Customer Service Manager in directing staff in accordance with all applicable state and local laws and ordinances.
3. Assist Customer Service Manager in monitoring employee calls and phone volume through Open Scape system.
4. Order office supplies and manage budget line item.

## **Knowledge, Skills, and Abilities**

1. Skills to communicate effectively with office staff, general public, and elected officials.

2. Skills to prepare reports and complete forms.
3. Skills to understand written instructions, manuals, and correspondence.
4. Ability to assign tasks.
5. Ability to operate office machinery such as calculator, computer, copy/fax machine, and typewriter.
6. Knowledge of basic accounting and general office procedures.
7. Knowledge of EnCore Residential computer software.
8. Knowledge of the AS400 System (Revenue) and 911 Addressing database.
9. Knowledge of Word, Excel, and Power Point.

### **Other Characteristics**

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.
3. Ability to work under stress of recurring deadlines.

### **Minimum Qualifications**

1. Valid driver's license and be insurable by the County's insurance standards.
2. Associates degree or equivalent.
3. Two (2) years' experience in accounting/bookkeeping.
4. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
5. Solid Waste Accounts Receivable experience desired.
6. Experience with computerized accounting systems desired.
7. Experience in service oriented field with heavy customer service experience preferred.
8. Bondable by County insurance.



## **POSITION DESCRIPTION**

Title: Customer Service Manager

Department: Solid Waste

Job Analysis: October 2015, [September 2018](#)

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Development & Environmental Director

Subordinate Staff: [Assistant Customer Service Manager](#), Billing Account Specialist I & II

Internal Contacts: All department employees and division managers; Commissioners; employees of the Commission Office, Budget & Purchasing Department; Accounting, Personnel, Building Maintenance, Legal Department & CIS

External Contacts: General Public, Vendors, Customers, Insurance Companies, SARPC/Mature Staffing, FEMA, State Agencies, Local Municipalities, Utility Companies

Status: Classified/Exempt (EC-7)

### **Job Summary**

The Customer Service Manager position is responsible for the front line customer service for the Solid Waste Department. This position oversees a high volume of calls to process customer account inquiries, requests and payments and provides all aspects of customer service to include, but not limited to: activating new accounts, terminating accounts, completing applications, processing exemptions, moves and changes and resolving customer complaints and problems. This position is also responsible for maintaining account notes and documenting phone conversations and written requests, works with the compliance team and helps coordinate route audits, dispatch functions, inventory management, and all other compliance functions. All leave requests and administrative scheduling will be coordinated by the Customer Service Manager. Responsible for all non-financial recordkeeping for the department as well as ensuring proper safety reporting and training schedules are up to date and accurate.

### **Job Domains**

#### **A. Filing and Records Management**

1. Organize and maintain all non-financial record for the department.
2. Develop, coordinate and conduct training and evaluation of employees.

#### **B. Operations Responsibilities**

1. Create agenda action items as required or needed.
2. Review and analyze reports and procedures to develop strategies for maximizing efficiencies within the department.
3. Direct subordinates in accordance with all applicable state and local laws and ordinances.
4. Safety reporting.
5. Schedule and track departmental training.

#### **C. Personnel**

1. Maintain employee records for the department.
2. Prepares schedules for all Solid Waste staff.
3. Verifies and processes payroll.
4. Assist Solid Waste employees with personnel and insurance problems.

#### **Knowledge, Skills and Abilities**

1. Skills to communicate effectively with office staff, general public and elected officials.
2. Skills to prepare reports, complete forms and compose letters.
3. Skills to understand written instructions, manuals and correspondence.
4. Ability to assign tasks and supervise/evaluate employee.
5. Ability to operate office machines such as calculator, computer, copy machine, fax machine and typewriter.
6. Knowledge of EnCore computer software for commercial and residential accounts.
7. Knowledge of J. D. Edwards accounting program.
8. Knowledge of the AS400 System.
9. Knowledge of Word, Excel, Access, Power Point and Organizer.

#### **Other Characteristics**

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.

#### **Minimum Qualifications**

1. Valid driver's license.
2. Associate degree or equivalent.
3. Two (2) years' experience in accounting/bookkeeping.
4. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
5. Solid Waste Accounts Receivable experience desired.
6. Experience with computerized accounting systems desired.
7. Experience in service oriented field with heavy customer service preferred.
8. Bondable by County insurance.

## **POSITION DESCRIPTION**

Title: Billing Account Specialist I

Department: Solid Waste

Job Analysis: August 2013, October 2015, September 2017, [September 2018](#)

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Customer Service Manager, [Assistant Customer Service Manager](#)

Subordinate Staff: None

Internal Contacts: Accounting, Purchasing, Collection Drivers, Elected Officials, Tax Assessor, Sheriff Department, Highway Department, CIS Department

External Contacts: Property Owners, Residents, Waste Institutions, Utility Companies, Municipalities, Postal Service, 911 Addressing, District Attorney's Office, Health Department,

Status: Classified/Non-Exempt (G)

### **Job Summary**

This position is responsible for: providing support in the means of billing and collection of revenue for the Solid Waste Department, handling high volume of calls to process customer account inquiries, requests and payments, providing all aspects of customer service to include, but not limited to: activating new accounts, terminating accounts, completing applications, moves and changes and resolving customer complaints and problems. The position is also responsible for maintaining account notes and documenting phone conversations and written requests.

### **Job Domains**

#### **A. Billing**

1. Maintain billing and collection documentation in an auditable state.
2. Process new accounts, terminated accounts and resolve problem accounts.
3. Work with Mobile Home Parks/Condos/RV Parks/Apartments owners to determine rates and account status of current residents.

4. Prepare all documentation necessary to request debits, credits and balance adjustments to accounts.
5. Perform research, as needed, to insure accurate records of property, probate and addressing.

#### B. Collections

1. Post payments received to the proper account and maintain accurate files to the satisfaction of state audit requirements.
2. Process customers walk in payments and prepare the necessary documents for an accurate paper trail.
3. Request and process route audits from collections drivers to rectify account questions, process paperwork and document all changes.
4. Work Social Security and Low Income Exemption applications and maintain the records in an auditable state.
5. Fax and/or provide reports to Route Supervisors on a daily basis of new and/or terminated customers or service changes.
6. Process and post payments for Waste Accounting clients and maintains records in an auditable state.
7. Handle returned mail by working with property records, internet service and local phone records to locate where resident currently resides.
8. Post payments to residential accounts.
9. Coordinate with the Solid Waste Officer in building his/her case file.
10. Prepare documentation to request account adjustments.

#### C. Customer Service

1. Handle customer complaints, record the complaint and resolve the issue, if it involves another department forward a copy to the department and track the complaint until it is resolved.
2. Inform customers of allowed exemptions and send out letters and applications to qualifying residents.
3. Assist customers with determining correct account status, i.e. Full Time, Seasonal, Vacant or Commercial.

#### D. Miscellaneous

1. Serve as back-up for Scale Operator or front-desk as necessary.
2. Maintain effective working relationship with public.
3. Prepare bank deposits and verify all returned slips.

### **Knowledge, Skills, and Abilities**

\*learned on the job

1. Ability to communicate effectively with customers.
2. Math skills to perform basic mathematical operations.

3. Skills to neatly and clearly complete bank deposits reports, etc.
4. Reading skills to understand various documents.
5. Knowledge of filing system.
6. \*Knowledge of County Commission procedures, as well as, general office procedures.
7. Ability to keep clerical records and prepare accurate reports.
8. Ability to prepare effective correspondence.
9. Knowledge and ability to operate office machines such as typewriter, PC, copy machine, 10-key calculator, etc.
10. Knowledge of basic accounting procedures.
11. Ability to organize heavy work load and accomplish required tasks.
12. Knowledge of Internet Explorer and Outlook Express, Word, Excel, Access, Power Point and Organizer.
13. Knowledge of billing and collection software.
14. Knowledge of the AS400 System.

### **Other Characteristics**

1. Self-motivated and team player.
2. Willing to work nonstandard hours as necessary.
3. Willing to travel as required.
4. Ability to work under stress of recurring deadlines.

### **Minimum Requirements**

1. High school diploma or equivalent.
2. Two (2) years accounting experience.
3. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
4. Accounts Receivable and Accounts Payable experience desired.
5. Experience with computerized accounting systems desired.
6. Experience in service oriented field with heavy customer service preferred.

## **POSITION DESCRIPTION**

Title: Billing Account Specialist II

Department: Solid Waste

Job Analysis: August 2013, August 2014, October 2015, Sept 2017, [Sept 2018](#)

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Customer Service Manager, [Assistant Customer Service Manager](#)

Subordinate Staff: None

Internal Contacts: Accounting, Purchasing, Collection Drivers, Elected Officials, Tax Assessor, Sheriff Department, Highway Department, CIS Department

External Contacts: Property Owners, Residents, Waste Institutions, Utility Companies, Municipalities, Postal Service, 911 Addressing, District Attorney's Office, Health Department,

Status: Classified/Non-Exempt (H)

### **Job Summary**

This position provides support in the means of billing and collection of revenue for the Solid Waste Department with strong emphasis on collection of delinquent accounts in order to improve cash flow and to minimize bad debt write-offs. Provides all aspects of customer service to include, but not limited to: activating new accounts, terminating accounts, completing applications, moves and changes and resolving customer complaints and problems. This position also coordinates account documentation with the Deputy Solid Waste Officer position to build the Show Cause file.

### **Job Domains**

#### **A. Billing**

1. Maintain billing and collection documentation in an auditable state.
2. Process new accounts, terminated accounts and resolves problem accounts.
3. Work with Mobile Home Parks/Condos/RV Parks/Apartments owners to determine rates and account status of current residents.

4. Prepare all documentation necessary to request debits, credits and balance adjustments to accounts.

#### B. Collections

1. Prioritize collection workload according to degree and amount of delinquency.
2. Post payments received to the proper account and maintain accurate files to the satisfaction of state audit requirements.
3. Request and process route audits from collections drivers to rectify account questions, process paperwork and document all changes.
4. Work Social Security and Low Income Exemption applications and maintain the records in an auditable state.
5. Process accounts that have been set up with payment plan by DA and DSWO.
6. Process and post payments for Waste Accounting clients and maintain records in an auditable state.
7. Handle returned mail by working with property records, internet service and local phone records to locate where resident currently resides.
8. Make outgoing calls and research account activity and work diplomatically to resolve past due accounts through extensive contact with customers with emphasis on terminated accounts.
9. Maintain account notes and document phone & email conversations and written requests on delinquent accounts to support legal action by DSWO when applicable.
10. Negotiate payment plans and follow up on status of such plans arranged by DA or DSWO.
11. Coordinate with the Solid Waste Officer in building case files by documenting all collection efforts in preparation for legal action if deemed necessary. Provide support to the Deputy Solid Waste Officers on account status.

#### C. Customer Service

1. Handle customer complaints, record the complaints and resolve the issue, if it involves another department forwards a copy to the department and track the complaint until it is resolved.
2. Assist customers in determining correct account status.
3. Inform customers of allowed exemptions and send out letters and applications to qualifying residents.
4. Work with customers on allowed exemptions and maintain accurate records.
5. Maintain effective working relationship with public and DSWO.

#### D. Miscellaneous

1. Provide back-up for scale operators and front desk if necessary.
2. Process returned mail.
3. Prepare statistical reports on collection efforts for management as requested.

### **Knowledge, Skills, and Abilities**

1. Ability to communicate effectively with customers.
2. Strong customer relations and collections background.
3. Excellent communication skills with command of English grammar and composition.
4. Math skills to perform basic mathematical operations.
5. Reading skills to understand various documents.
6. Knowledge of filing system.
7. Knowledge of County Commission procedures, as well as, general office procedures.
8. Ability to keep clerical records and prepare accurate reports.
9. Ability to prepare effective correspondence.
10. Knowledge and ability to operate office machines such as typewriter, PC, copy machine, 10-key calculator, etc.
11. Knowledge of basic accounting procedures.
12. Ability to organize heavy work load and accomplish required tasks.
13. Knowledge of Internet Explorer and Outlook Express, Word, Excel, Access, Power Point and Organizer.
14. Knowledge of billing and collection software.
15. Knowledge of the AS400 System.
16. Knowledge of Crystal Reports or similar report-writer software.
17. Knowledge of Fair Debt Collection Practices Act.
18. Knowledge of Skip Tracing methods.

### **Other Characteristics**

1. Willing to work nonstandard hours as necessary.
2. Willing to travel as required.
3. Ability to work under stress of recurring deadlines.
4. Self-motivated and team player.

### **Minimum Requirements**

1. High school diploma or equivalent, some college preferred.
2. Three (3) years accounting experience.
3. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
4. Accounts Receivable and Accounts Payable experience desired.
5. Experience with computerized accounting systems desired.
6. Experience in service oriented field with heavy customer service in a credit/collections environment preferred.



## **POSITION DESCRIPTION**

Title: Office Assistant III – Solid Waste

Department: Solid Waste

Job Analysis: August 2012, September 2013, October 2015, September 2018

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Collections Supervisor

Subordinate Staff: None

Internal Contacts: Members of Solid Waste Department, County Employees

External Contacts: Property Owners, Residents, Municipalities, Postal Service, Health Department, Vendors

Status: Classified/Non-Exempt (E)

### **Job Summary**

The Office Assistant III will assist the Collections Supervisor and Master Mechanic as needed/required to accomplish the following: timely delivery and or retrieval of parts, equipment, or supplies for the Solid Waste Maintenance Shop, transport employees as needed to/from medical clinics for post-accident screening and evaluations. Forwarding complaints to Collections Supervisor and assisting both the Collections Supervisor and Master Mechanic with general clerical and housekeeping duties. Gather copy machine meter data and submit to vendor, logging driver call-ins from all Solid Waste Drivers to ensure proper account records are up to date at all times.

### **Job Domains**

#### **A. Clerical**

1. Maintains effective working relationship with the public.
2. Assists Collections Supervisor and Master Mechanic with general clerical duties.
3. Gather copy machine meter data for vendor.
4. Operates a two-way radio in office to relay instructions to/from collections supervisor, route supervisor and/or senior drivers.

### **Knowledge, Skills, and Abilities**

1. Computer skills in various programs.
2. Ability to communicate effectively with customers.
3. Math skills to perform basic mathematical operations.
4. Reading skills to understand various documents.
5. Knowledge of filing system.
6. Knowledge of County Commission procedures, as well as, general office procedures.
7. Ability to keep clerical records and prepare accurate reports.
8. Ability to prepare effective correspondence.
9. Knowledge and ability to operate office machines such as typewriter, PC, copy machine, 10-key calculator, etc.
10. Ability to organize heavy work load and accomplish required tasks.
11. Must possess skills to communicate via a two-way radio.
12. See well enough to read and write.
13. Must be able to handle a stressful and fast pace environment with efficiency.
14. Hear well enough to respond to verbal communications.
15. Speak well enough to answer questions in a polite, courteous manner.
16. Physical demands described are representative of those that must be met to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Other Characteristics**

1. Willing to work overtime and weekends in emergencies or when required.
2. Be able to follow directions.
3. Self-motivated and team player.
4. Ability to operate county vehicle and be insurable by County's insurance carrier.

### **Minimum Qualifications**

1. Have a valid driver's license.
2. High School diploma or equivalent.