



JOB DESCRIPTION

General Description

The purpose of this position is to perform responsible administrative and supervisory work concerned with the Finance department's customer service operations. This class works under administrative supervision, developing and implementing programs within organizational policies and reports major activities to senior-level administrators through conferences and reports.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Supervises, plans, assigns, directs and evaluates the work of the Customer Service Staff to ensure safe work practices, work quality and accuracy, compliance to applicable rules, and policies and procedures.
- Responsible for supervising the collection and proper recording of all City revenues.
- Corresponds with customers, in person or in writing, to address policies, procedures, billing, collection, payment agreements or other account related transactions.
- Participates in the establishment of division goals, objectives, policies and procedures; reviews and evaluates work methods and procedures for improving division performance and meeting goals; ensures goals are achieved.
- Maintains detailed financial records of all revenue billed and collected for utilities, licenses and taxes; prepares analytical reports on operations as requested.
- Works with Revenue Collector, GMA, and credit bureau in collecting delinquent accounts; approves the delinquent tax list for the newspapers; and prepares proof of claim for Bankruptcy court.
- Oversees the process of property tax billing twice a year and renewal of business licenses.
- Enter the monthly gas rates in the system for utility billing purposes. Make changes for any rate changes in the system.
- Recruits and hires for department staff; coordinates in the selection and training of department personnel.
- Performs related work as assigned.

Minimum Education and Experience Requirements:

Requires a Bachelor's Degree in Business, Finance, Accounting or closely related field.
Requires five years of experience in government accounting, finance or closely related experience.
Required qualifications may be any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

This Class Description does not constitute an employment agreement between the city of Americus and an employee and is subject to change by the city as its needs change.



City of Americus, GA

Title: Customer Service Administrator

Class Code: 4301



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Physical Demands:

Performs sedentary work that involves walking or standing some of the time and involves sustained keyboard operations.

Unavoidable Hazards (Work Environment):

None.

Special Certifications and Licenses:

None.

Americans with Disabilities Act Compliance

The city of Americus is an Equal Opportunity Employer. ADA requires the city of Americus to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

By signing below, I confirm that I have read the above job description and understand the requirements, duties and responsibilities of the position.

Employee: _____ Date: _____

Manager: _____ Date: _____

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