



# CITY OF ALACHUA

## *JOB DESCRIPTION*

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### CASHIER / CUSTOMER SERVICE SPECIALIST I

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**DEPARTMENT:** Finance: Utility Billing Division

**REPORTS TO:** Utility Billing Supervisor

**SUPERVISES:** None

**FLSA:** Non-exempt

**GENERAL DESCRIPTION:**

Customer service work involved in the accurate and timely billing of the utility customers and recording and receiving payments. Work is performed under the supervision of the Utility Billing Supervisor.

**ESSENTIAL JOB FUNCTIONS:**

1. Services customers and performs cashiering function, taking in various City payments i.e. utility payments, permit fees and other miscellaneous revenue payments.
2. Processes drop-box, mail utility payments and online payments.
3. Maintains utility accounts.
4. Posts changes to accounts, creates new accounts and final out accounts.
5. Handle all aspects of Utility Customer Service, by phone, over the counter, drive-thru and via email.
6. Accesses, inputs and retrieves information from a computer.
7. Maintain inventory of billing and office supplies
8. Sorts and processes daily mail, maintains postage & supplies for postage meter.
9. Other related duties, as directed.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of business math and accounting principles. Knowledge of daily operations and activities of customer service. Knowledge of City rates, ordinances and billing policies. Knowledge of functions of computer systems. Ability to communicate with various individuals. Ability to handle complaints and difficult individuals. Skill in the operation of a computer, calculators and other office equipment.

**EDUCATION AND EXPERIENCE**

High school graduation or possession of an acceptable equivalency diploma.  
Two (2) years of customer service experience.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

**LICENSES, CERTIFICATIONS OR REGISTRATIONS**

None.

**ESSENTIAL PHYSICAL SKILLS:**

- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to enter data at a prescribed rate of speed.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.
- Walking.
- Standing.
- Types at a prescribed rate of speed.

**ENVIRONMENTAL CONDITIONS:**

- Works inside in an office environment.
- Stressful situations.

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

*The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.*

*By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the City.*

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature