



CONSUMER ACCOUNTING REPRESENTATIVE

Dawson Public Power District is looking for a customer-focused, detail-oriented, energetic person to join our team at our headquarters near Lexington. Our Consumer Accounting Representatives greet and route visitors and phone calls, handle cashiering duties at the front desk and drive-thru, respond to consumer inquiries, and dispatch via the radio system.

This role involves assisting other departments throughout the organization with clerical, IT, and other office duties. We seek someone with effective analytical abilities, along with strong computer, problem solving, and communications skills.

Dawson PPD offers a comprehensive compensation package with wages based on experience and qualifications.

Candidates should forward a letter of interest and resume to Tara Naprstek, Manager of Finance & Administration, via email at tnaprstek@dawsonpower.com or mail to her attention at Dawson Public Power District, PO Box 777, Lexington, NE 68850 by October 24, 2017.

An Equal Opportunity Employer



JOB DESCRIPTION

CONSUMER ACCOUNTING REPRESENTATIVE I, II, III, and IV

Job Title: **Consumer Accounting Representative I, II, III, and IV**
Department: **Consumer Accounts and Records**
Directly Reports To: **Supervisor of Consumer Accounting and Records**
Reports To: **Manager of Finance and Administration**
FLSA Status: **Nonexempt**
Prepared By: **JEJ – 02/08/10**
Updated By: **TLN – 08/29/13**

SUMMARY

Ensures excellent customer service by carrying out all customer accounting activities including cashiering, billing, receiving/ routing of calls and visitors, and dispatching.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

Receives and routes telephone calls. Responds to consumer inquiries, resolves problems and/or routes to appropriate personnel. Issues visitors' passes when required.

Operates two-way radio to obtain and transmit information.

Processes new account applications.

Receives and prepares connect or disconnect orders and other job orders.

Assists Records Maintenance Specialist with maintaining and updating consumer information.

Prepares/scans consumer information for retention.

Carries out billing activities through the following activities:

- Enters and verifies consumer billings and cash receipts.
- Prepares/scans records as needed.
- Responds to consumer billing inquiries.
- Computes rates, interest, and other charges.
- Enters/updates outages into outage management system.
- Researches/maintains idle service file.
- Verifies annual reading checks.

Carries out collection activities by:

- Accepting payments over-the-counter and through the mail.
- Computing and checking bills.

- Balancing cash drawer daily.
- Recording over-the-counter and mail receipts in cash register.
- Preparing cash deposit slip.

Corrects and updates mailing list for Nebraska Rural Electrification Magazine.

Assists in training new employees in the department.

Serves as back-up to Supervisor of Consumer Accounts and Records.

Performs other clerical, office, and/or IT duties as necessary and assigned.

EXTERNAL RELATIONSHIPS

Consumers: Provides efficient, helpful, and courteous service, resulting in good consumer relations.

General Public: Maintains friendly, cooperative relationships with the general public in the performance of these responsibilities so that the image of the District will be a favorable one.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities. Consumers Accounting Representatives III and IV may provide work direction and guidance to Consumer Accounting Representatives I and II.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

The Consumer Accounting Representative I is the entry level position in this job group. Levels II, III, and IV may be attained through a combination of becoming skilled at the aspects of the position and job-related experience.

COMPUTER SKILLS

This position requires the ability to use office machines such as computers, printers, copiers, calculators, and fax machines. The employee must have a working knowledge of basic computer programs, including Microsoft Office (Word, Excel, and Outlook). This position also requires the use of industry-specific programs and devices, for which training will be provided.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

None

PHYSICAL DEMANDS & WORK ENVIRONMENT

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

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

The work environment is generally a climate-controlled office with adequate lighting and a moderate noise level.