

Amendment I: Administrative Specialist – Utility Billing Department

The following is a list of criteria that must be met in order to be considered for a promotion from an Administrative Specialist I within the Utility Department, to an Administrative Specialist II. Along with the listed criteria, the individual is expected to perform the Administrative Specialist I duties for a minimum of two years before being eligible to request a reclassification or receive a promotion. Reclassifications are not automatic after two years and must be requested through the process stated in the Personnel Policy or recommended by the Department Head. The listed duties are not all encompassing and may change.

Administrative Specialist I:

- Basic data entry and computer functions
- Basic document management
- Taking, processing customer payments, accounts, direct pay and equal pay
- Answer phones, check voicemails and return calls
- Check mail
- Generate workorders, print and stuff envelopes
- Filing
- Input daily reads and non reads
- Forward customer issues and complaints to supervision

Administrative Specialist II:

All Duties of the Administrative Specialist I series as well as proficient in the below tasks:

- Daily cash-out and deposits in the UBM's absence
- Auto Dialer to delinquent customers
- Update and run daily, monthly and yearly reports and the general ledgers
- Enter customer information into Caselle
- Advanced Document Management
- Customer complaint and conflict resolution
- Monitor high usage reports
- Provides support, advice of day to day functions
- Assist with managing Caselle and Sattori software
- Demonstrated knowledge of Microsoft suite
- Assist UBM to monitor all functions related to monthly utility billing using Caselle software data entry and auditing
- Process deposit and credit refunds from terminated customer accounts
- Collections and year End Equal Pay Adjustments