

NOTICE OF JOB OPENING

September 16, 2020

JOB CLASSIFICATION: Customer Service Clerk / Cashier

The Benton Utilities Customer Services Department is accepting applications for the above position. A job description outlining job responsibilities and qualifications is attached.

Grade 6: Range \$24,969 - \$37,454 (Starting wage: \$12.00 per hour)

Those who are interested in the position should complete an application and submit it to the Human Resources Department as soon as possible.

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Position closes at 4:00 p.m. Friday, September 25, 2020.

BENTON UTILITIES – BENTON, ARKANSAS
JOB DESCRIPTION

JOB TITLE: Customer Service Clerk / Cashier	DATE: 05/06
DEPARTMENT: Billing Services	GRADE: 6
DIVISION: Public Utilities	FLSA STATUS: Non-exempt
REPORTS TO: Cash Office Supervisor	EEO CATEGORY: Admn.
Support	

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to, attendance, getting along with others, working a full shift, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

JOB SUMMARY: To receive and process applications for new utility services and requests for disconnects and transfers.

ESSENTIAL JOB FUNCTIONS:

1. Answers phone and provides information concerning utility services monthly billings.
2. Processes applications for new accounts and requests for disconnects or transfer of services.
3. Sets up bank drafts on customer accounts.
4. Returns short/over tickets for billing, correcting problems with returned tickets.
5. Maintains accounts, such as address changes, re-reads, customer information, etc.
6. Keeps up with Landowner accounts (rental property), and roll over agreements.
7. Sets up and maintains all night light accounts. (Contracts)
8. Assists in collection of outstanding debt on old accounts.
9. Screens new customers for outstanding debt with Benton Utilities.
10. Receives payment on accounts and enter extensions on accounts when deemed necessary.
11. Posts short/over tickets after serviceman has determined property has been abandoned.
12. Mails notification of delinquent bills in danger of being turned over to a collection agency.

13. Accepts deposits on commercial and residential properties in accordance with established policy.
14. Sets up new construction accounts both residential and commercial and faxes work orders to appropriate departments.
15. Runs collection reports.
16. Post penalties for late payments.
17. Works with permit department to obtain necessary information for new customers.
18. Sorts mail.
19. Enters all work order tickets returning from the appropriate departments, completed work is then filed.
20. Balances cash drawer daily basis and transfers monies for deposit.
21. Files daily transaction record.

SECONDARY DUTIES AND RESPONSIBILITIES:

1. Adds postage to postage machine.
2. Assists in maintenance of paper files for the department.

SUPERVISORY RESPONSIBILITIES: None

Budget Responsibility:	\$ N/A Annual dollars
Facilities and Equipment Responsibility:	\$ 150,000 – 1,000,000 Total Value

EDUCATION AND EXPERIENCE

High school diploma or GED and twelve (12) to eighteen (18) months of related experience and/or training.

MINIMUM QUALIFICATIONS:

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Moderate knowledge of computer fundamentals and business software.

Skill in use of office equipment including fax, copy machines, 10-key, computers, typewriter, postage machine and shredder.

Ability to work with the public in a patient and understanding manner.

Ability to communicate effectively both orally and in writing.

Ability to count money and give change accurately.

PHYSICAL REQUIREMENTS:

The physical activities marked below are representative of those that will be required on a regular basis to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	Yes	No
Lifting (lbs.)	30	
Carrying (lbs.)	30	
Stooping/Bending	X	
Kneeling/Squatting	X	
Walking	X	
Standing	X	
Sitting	X	
Climbing, Balancing (working with a ladder)		X
Use of hands to finger, handle, or feel	X	
Physical Coordination (simultaneous use of hands, arms, feet and legs)	X	
Eye-Hand Coordination	X	
Close Vision (Clear at 20 inches or less)	X	
Distant Visions (Clear at 20 feet or more)	X	
Color Vision	X	
Depth Perception	X	
Hearing	X	

WORK ENVIRONMENT:

The environmental conditions marked below are common for this job.

	Yes	No
Outdoor weather conditions		X
Wet, Humid conditions (non-weather)		X
Work near moving mechanical parts		X
Work in high, precarious places		X
Fumes or dust		X
Toxic or caustic chemicals		X
Extreme Heat (non-weather over 90° F)		X
Low noise (e.g., business office)	X	
Moderate Noise (e.g., light motorized equipment such as lawn mowers)		X
Loud noise (e.g., jackhammer, heavy motorized equipment)		X