



## **New Account Specialist**

### **Administrative Services**

AS-NAS01

#### **JOB SUMMARY**

This position is responsible for setting up new service locations and accounts, as well as calculation and verification of applicable REUs, tap in fees, deposits and other related operational fees.

#### **ESSENTIAL FUNCTIONS**

- Confirms availability of services for new connections with Planning & Construction.
- Maintains database records for tap in requests, transfers and calculations.
- Creates new service location, account records and service orders in billing system.
- Coordinates with staff in other divisions to facilitate account set up including tracking of applicable service orders.
- Periodically evaluates existing commercial accounts for billing accuracy.
- Calculates service account deposits for commercial account transfers.
- Networks with staff in other agencies to ensure compliance with existing policies and procedures.
- Attends weekly Plan Review Team meetings.
- Oversees routine field verification audit of commercial account billing charge factors.
- Researches and resolves customer problems; refers complex problems to supervisor.
- Performs related duties as assigned.

#### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of customer service principles and practices.
- Knowledge of Accounts Management.
- Knowledge of modern office practices and procedures.
- Knowledge of agency and departmental policies and procedures.
- Knowledge of computers and job-related software programs.

- Skill in the provision of quality customer services.
- Skill in prioritizing, planning, and organizing work.
- Skill in the use of general office equipment such as a scanner, fax machine, and copier.
- Skill in effective oral and written communication.
- Skill in reading maps and construction plans.
- Skill in problem solving.

#### SUPERVISORY CONTROLS

The Customer Service Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

#### GUIDELINES

Guidelines include the employee handbook and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service, data analysis, and other clerical duties. The unique needs of each customer and the need to perform multiple tasks simultaneously contribute to the complexity of the position.
- The purpose of this position is to perform duties related to the establishment of accounts as well as planning and review functions. Successful performance contributes to the efficiency and effectiveness of the account records evaluation and auditing processes.

#### CONTACTS

- Contacts are typically with co-workers, customers, and members of the general public.
- Contacts are typically to give or exchange information, to resolve problems, or to provide services.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, bending, crouching or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

#### MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of an Associate Degree in a course of study related to the occupational field.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of a valid driver's license issued by the State of Georgia for the type of vehicle or equipment being operated.