

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
OFFICE SPECIALIST II**

CLASS TITLE: OFFICE SPECIALIST II

DEFINITION

Under general supervision, administers and maintains accurate and timely statements and records for water services; receives, investigates, analyzes and resolves problems and inconsistencies in customer accounts; prepares, reviews, interprets, and adjusts computer reports related to customer accounts; trains, assigns, and reviews work of Office Specialist I; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single-position class reporting to the Office Manager. The Office Specialist II is the advanced journey, lead level of the Office Specialist class series. The incumbent uses considerable independent judgment and problem solving to research and resolve problems of moderate scope and complexity. This classification performs moderately responsible and difficult accounting and clerical duties of a routine nature that may require application of standard District policies and procedures, as well as development of new techniques and/or procedures. The Office Specialist II has operational responsibility for the Billing unit and serves as the in-house expert on matters related to the billing system. The incumbent provides training to subordinate Office Specialist I and provides input for performance appraisals.

An Office Specialist I is eligible to advance to the Office Specialist II level after four to five years of successful experience at the Office Specialist I level, demonstrated proficiency to perform higher level work of the Office Specialist II, recommendation of the Office Manager, and approval of the General Manager.

EXAMPLES OF DUTIES

Duties may include, but are not necessarily limited to:

Area of Responsibility:

Accounts Receivable/Billing

- Opens or receives payments, audits for correctness, inputs to computer; verifies computer reports in order to prepare bank deposits;
- Prepares, mails, and ensures the accuracy of a variety of correspondence to customers in order to maintain system efficiency including final bills, reminder notice for inactive customer accounts, and cut-off or 48-hour notices, etc.;
- Receives inquiries regarding accounts from customers over the phone, in person, mail, fax, and/or email;
- Processes new and cancelled accounts by completing “in and out” tag, cut-off notices, and transferring credit between customer accounts when necessary;

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- Prepares reports for refunds due, non-sufficient funds, etc., and audits for accuracy; provides customer account information to appropriate external parties such as the accountant, city or county personnel, and collection agency;
- Prepares and monitors bank deposits and statements for customer receipts;
- Researches, interprets, and analyzes account history to resolve billing questions on meter reads; calculates appropriate high bills adjustments for customers and makes debit/credit adjustments in accordance with District policies.

System Administration

- Classifies, records, inputs, and verifies numerical data for use in maintaining accounting records;
- Identifies and resolves problems with computer system related to billing and accounts receivables; suggests and implements appropriate corrective procedures;
- Compiles reports and necessary documents, spreadsheets, historical data, billing account statements and other information to answer customers' inquiries, and to complete specialized transaction;
- Prepares and maintains extensive records, files, logs, and reports (such as customer phone numbers, addresses, route and service, meter numbers, assessor parcel numbers, etc.) using a personal computer and a variety of PC applications.

Water Service Processing

- Maintains meter changes to move new meters to active status and old meters to inventory status using the computer;
- Processes shut off water service for nonpayment of bill, payments made with one check for water and miscellaneous bills (shared payment);
- Logs statistics by territory for customers signing in and out for water service;
- Creates and enters message categories on handheld units for Field crew when meter reading to indicate needed changes;
- Schedules appointments for inspections of retrofit toilet program; prepares door hangers for field crew to tag doors with shut-off notices.

General Office Administration

- Operates voice mail and retrieves messages from after hours, weekends, and holidays;
- Assumes responsibility for verification of the postage meter by the post office;
- Prepares billing records for fiscal year and labels for transport to storage;

MINIMUM QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Training and Experience:

Office Specialist I/II

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High School diploma or equivalent.

Five years of experience in computer operation, billing, bookkeeping, typing and/or general clerical work. Two to three years in a public utility or agency is preferred.

In addition to the knowledge, abilities and skills required for the Office Specialist I, the following are required:

Knowledge of:

- District and community programs for customers; proper customer care practice.
- Appropriate procedures, practices, rules, and policies governing office and/or system assignment.
- Basic meter operation and disconnection techniques.
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Ability and skill to:

- Evaluate customer problems/concerns and exercise independent judgment to resolve them.
- Negotiate with customers within scope of responsibility.
- Tactfully obtain sensitive information from customers, other agencies and business representatives.
- Perform a wide range of customer service functions with speed and accuracy and apply good judgment in recognizing scope of authority.
- Conduct basic research related to assignment.
- Interpret and apply policies, procedures, standards and requirements related to assigned responsibilities.
- Plan, organize, coordinate, and prioritize assigned tasks to meet deadlines successfully.
- Train, guide, and coordinate the work of subordinate Office Specialist I.
- Operate specialized equipment related to assignment such as two-way radio and billing machine.

PHYSICAL REQUIREMENTS

Incumbent must be able to function in an office environment in work primarily of a sedentary nature, and be able to perform the following, with or without reasonable accommodation:

- Sit, often for long periods of time
- Utilize vision, hearing and speech
- Utilize manual and finger dexterity
- Turn head and trunk
- Move about on smooth surfaces
- Stand
- Lift and carry maximum 35 pounds
- Reach, twist and bend

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This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent.