



CITY OF SOUTH SALT LAKE

PUBLIC NOTICE

The City of South Salt Lake is accepting applications for the following position:

UTILITY SERVICE SPECIALIST

The Utility Service Specialist works under the direction of the Finance Director and the Utility Service Supervisor; follows established procedures and performs a variety of calculating, verifying, posting and summarizing tasks in maintaining assigned segments of accounting records.

ESSENTIAL RESPONSIBILITIES AND DUTIES

1. Assists City visitors requesting information and assistance
 - 1.1 Provides customer service to residents and other City visitors
 - 1.1 Answers and directs city-wide incoming telephone calls
 - 1.3 Directs walk-in visitors
2. Assists with utility billing and collection function
 - 2.1 Answers inquiries and assists in resolving problems from utility customers (phone, email, & in-person)
 - 2.1 Process closings, final assessments, and delinquent account collections
 - 2.2 Create new accounts and maintain customer records
 - 2.3 Assists in the billing and reconciling of utility accounts
 - 2.4 Assist customers in accessing and reserving solid waste programs
3. Assists in the cash receipts function
 - 3.1 Inputs and reconciles daily cash receipts
 - 3.2 Prepares daily bank deposit
 - 3.3 Prepares daily reports for all payments received including on-line payments
 - 3.4 Conducts research to resolve cash receipt errors and issues
4. Provides backup services for other positions
 - 4.1 Assists with the ordering of office supplies
 - 4.2 Assists with maintaining office equipment
 - 4.3 Receives and distributes mail for all city departments
5. Provides support for special accounting and other projects as assigned

MINIMUM QUALIFICATIONS

EDUCATION, EXPERIENCE AND CERTIFICATIONS

- Graduation from a high school or GED equivalent and two years of related experience, or any equivalent combination of related education and experience.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of, and familiarity with, basic computer software; knowledge of basic accounting principles, experience with customer service.

2. Skill in word processing, spreadsheets, office machine usage and the operation of desk top computers; skill in accounting reconciliation, error detection and correction.
3. Ability to communicate effectively, verbally and in writing.
4. Excellent customer service skills

General clerical skills to be measured through valid testing methods or through verifiable work experience.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met or will be encountered by an employee while successfully performing 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 and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The noise level in the work environment is usually quiet.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of the specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description is subject to change by the employer as the needs of the employer and requirements of the job change.

GRADE: 16

HOURLY RANGE: \$17.63 – \$26.67 per hour (typically hire at minimum)

CLOSING DATE: Open until filled

MUST COMPLETE CITY APPLICATION

Resumes submitted without application will not be considered.

Application available on website at www.southsaltlakecity.com

Or can be picked up at city hall

220 East Morris Ave, Ste 200

South Salt Lake, UT 84115

SELECTED APPLICANT MUST SUBMIT TO AND PASS A DRUG SCREEN AND BACKGROUND CHECK

EQUAL OPPORTUNITY EMPLOYER

THIS ORGANIZATION USES E-VERIFY