



**POSITION DESCRIPTION
CITY OF MUNCIE, INDIANA
SANITARY DISTRICT**

POSITION: Account Specialist
DEPARTMENT: Sewage Utility-Collection Office
WORK SCHEDULE: 7:30 a.m.- 3:30 p.m., M-F
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: March 2010
DATE REVISED: July 2022

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Muncie Sanitary District provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Account Specialist for the Muncie Sanitary District Sewage Utility-Collection Office, responsible for addressing and resolving customer inquiries or complaints, and maintaining sewer user accounts, including billing, collecting, and certifying accounts.

DUTIES:

- Operates computerized billing system, including providing back-up, saving required information, and performing various system maintenance procedures.
- Greets office visitors and provides assistance, including receiving and receipting payments on accounts, receiving complaints and inquiries from citizens regarding sewage treatment and charges, and initiates appropriate action to solve valid complaints.
- Prepares names, addresses, and account numbers for new sewage utility accounts and enters required information into billing system.
- Contacts customers via mail, email, or telephone regarding overdue accounts and arranges solution for payment. Prepares delinquent accounts for lien and/or claims certification process.
- Balances cash receipts against daily payments, posts payments accordingly, and delivers daily receipts to bank as required.
- Provides computer support to various office personnel.
- Attends staff meetings as required.
- Performs related duties as assigned.



I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

- High school diploma or GED.
- Working knowledge of basic bookkeeping practices and ability to perform arithmetic calculation to receive and receipt payments, and balance cash receipts.
- Working knowledge of Standard English grammar, spelling and punctuation, and ability to prepare and maintain financial statements as required.
- Knowledge of standard filing systems and ability to maintain accurate and complete Department files and records.
- Ability to properly operate standard office equipment, including computer, calculator, fax machine, printer, copier, and telephone.
- Ability to comply with all employer and Department personnel policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.
- Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.
- Ability to effectively communicate orally and in writing with co-workers, other City departments, customers, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
- Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.
- Ability to follow policies and procedures and legal requirements, and apply such knowledge to a variety of interrelated processes, tasks, and operations.
- Ability to utilize computerized programs and related software.
- Ability to compare or observe similarities and differences in data, analyze and evaluate data, and make determinations based on data analyses.
- Ability to work alone with minimum supervision and with others in a team environment.
- Ability to work on several tasks at the same time and work rapidly for long periods, often under time pressure.
- Possession of a valid Indiana driver's license and a demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs a variety of clerical/bookkeeping duties according to a flexible customary routine with work priorities determined primarily by service needs of the public. Incumbent receives indirect or occasional supervision with assignments guided by definite objectives using a variety of methods or procedures, referring to supervisor for unusual matters, such as policy interpretations. Decisions are always determined by specific instructions or existing, well established policies and procedures. Errors in incumbent's work are usually prevented or detected through standard bookkeeping checks and/or notification from other departments, agencies, or the public. Undetected errors may result in loss of money to Department and/or inconvenience to other agencies or the public.



III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other City departments, customers, and the public for the purpose of exchanging and explaining information.

Incumbent reports directly to Billing Manager.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs majority of duties in a standard office environment, involving sitting/walking at will, sitting for long periods, lifting/carrying objects weighing less than 25 pounds, pushing/pulling objects, bending, reaching, crouching/kneeling keyboarding, close/far vision, color perception, handling/grasping objects, speaking clearly, and hearing sounds/communication. Incumbent maintains frequent contact with the public and may be exposed to irate/difficult individuals.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:

The job description for the position of Account Specialist for the Sewage Utility-Collection Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes_____ No_____

Applicant/Employee Signature

Date

Print or Type Name