



JOB POSTING January 13, 2020

Position: Research Analyst

Dept: Sewage Billing

Reports To: Sewage Billing Supervisor

Content Revision Date: 08/16/2018

FLSA: Exempt

Position Responsibilities (include but are not limited to the following):

- Take personal responsibility to provide exceptional customer service and account collection efficiency. Promote and maintain a positive City image, constructive working environments, and foster pride and professionalism in the workplace.
- Understands municipal and state ordinances and resolutions in regards to billing and collection. Provide explanations to customer inquiries concerning policies, ordinances, and resolutions.
- Ability to provide public access to or maintain confidentiality of department information and client service records according to all requirements.
- Effectively communicate orally and in writing with co-workers, other City departments and agencies, vendors and the public.
- Researches and responds to inquiries from customers and stakeholders
- Handle incoming phone calls with courtesy and a positive attitude
- Look up, query and input property ownership records and changes with speed and efficiency.
- Understands and works delinquent accounts according to department policy
- Note customer interaction and status changes in account management system
- Corresponds with the water service provider regarding accounts
- Applies account adjustments and charges when applicable

Knowledge, Skills, and Abilities Required:

- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile person involving account disputes, collections, and water shut offs for delinquent accounts.
- Ability to work well with others in a team environment
- Good written and oral communication skills
- Demonstrate critical thinking and decision making skills
- Be self motivated and able to work independently with minimal direct supervision
- Competent in working with Microsoft Office (Excel, Word, Access) and standard office equipment such as copier and fax machines.
- Strong math and basic accounting skills

- Completes work timely and accurately
- Provides a high level of Customer Service

Minimum Qualifications:

Education/Training: High school diploma or equivalent, Associate's Degree in a business related field preferred

Experience: At least 3-5 years of experience in providing outstanding customer service in an office setting both over the phone and in person.

Working Conditions: Office Setting

Physical Requirements:

- Ability to sit for extended periods of time.
- Finger dexterity required to manipulate objects and use a keyboard.
- Ability to see and hear within normal parameters
- Ability to extend hand(s) and arm(s)

How to Apply: Applications/Resumes and professional references will be accepted online only at terrehaute.in.gov. Applications may be submitted from a home personal computer or by utilizing resources available at your local County Library Branch or local Work One office.

Position will remain open until filled.