



**MOUNTAIN HOUSE OFFICE ASSISTANT II
UTILITY BILLING CUSTOMER SERVICE
Salary - \$23.68 - \$28.79 Hourly
\$4,104 - \$4,990 Monthly**

FILING PERIOD: OPEN UNTIL FILLED

DEFINITION

Under direct or general supervision, performs a variety of customer service functions associated with utility services including responding to inquiries and complaints, researching problems, utility billing and collection account maintenance, data entry, service requests; and performs related work as required.

CLASS CHARACTERISTICS

This is the full journey-level class in the Office Assistant series performing the full range of customer service duties including public contact, cashiering, data entry, billing, collection, and general office support duties with only occasional instruction or assistance. Positions at this level are distinguished from the Office Assistant I level by the performance of the full range of duties as assigned, working independently, applying well developed customer service knowledge, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results

MINIMUM QUALIFICATIONS

Education and Experience:

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

Equivalent to the completion of the twelfth grade supplemented by specialized course work in office practices, data processing, accounting, public relations, or a closely related field.

Two (2) years of experience as a Customer Service Representative and demonstrated technical proficiency.

Knowledge of: Principles and procedures of administrative financial record keeping and reporting; Mathematical principles; Business letter writing and basic report preparation; Filing methods and procedures; Receptionist and telephone techniques; District and organizational unit policies, rules, and regulations; Federal, state, county, and local codes and ordinances related to public utility billings, fee establishment, collections, penalizing, and lien filing; Methods, procedures, practices, and terminology used in billing and financial record keeping work; Basic programs and services of the organization relating to service fees, billing and account maintenance; Laws, rules, and regulations governing the preparation and maintenance of assessment roll information and tax collection procedures and functions. Financial records required for maintenance of tax rolls and tax collections; General operations and policies of the County Assessor's office as apply to property ownership; Modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications; Principles and practices of fiscal, statistical and administrative research and report

preparation; Principles of training and work direction; Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to: Perform routine office support, assistance and utility billing work; Operate a variety of office equipment, computers and use 10-key by touch; Learn, interpret, and apply utility billing and customer services office methods, rules and polices; Understand and carry out oral and written directions; Work collaboratively in a team environment including ability to accept constructive criticism from co-workers; Make determinations of fees and computations of full and partial payments; Maintain accurate and interrelated financial records involving extensive and complex file systems; Identify and reconcile errors; Read and interpret property deeds, abstracts, and construction specifications, engineering drawings, and related information; Perform specialized assignments involving changes in property ownership, transfers and splits; Maintain current and accurate assessment roll information; Use good judgment in choosing among available alternatives to solve work problems, recognizing scope of authority, and referring problems to others; Assess situation and make timely decisions; Operate modern office equipment including computer equipment and specialized software applications programs; Use English effectively to communicate in person, over the telephone, and in writing; Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations; Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Physical and Mental Requirements: Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

BENEFITS:

Health Insurance: The City of Mountain House provides employees with a choice of multiple health plans. Employees pay a portion of the cost of the premium. Dependent coverage is also available.

Dental/Vision Insurance: The City of Mountain House provides coverage for employee only; dependent coverage is available at the employee's expense.

Retirement Plan: Employees of the City of Mountain House are covered by the County Retirement Law of 1937. Please visit the San Joaquin County Employees' Retirement Association (SJCERA) at www.sjcera.org for more information. NOTE: If you are receiving a retirement allowance from another California county covered by the County Employees' Retirement Act of 1937 or from any governmental agency covered by the California Public Employees' Retirement System (PERS), it may be reciprocal but you are advised to contact the Retirement Officer of the Retirement Plan from which you retired to determine what effect employment in San Joaquin County would have on your retirement allowance.

Vacation: Maximum earned vacation is 80 hours each year up to 3 years; 120 hours each year after 3 years of service; 160 hours each year after 10 years of service; 184 hours each year after 20 years of service.

Holidays: 14 paid holidays per year.

Sick Leave: Approximately 96 hours annually with unlimited accumulation.

Apply by mail, email or in person:

City of Mountain House
251 East Main Street
Mountain House, CA 95391

Email to: nadamo@sjgov.org

Office hours:

Monday – Friday 8:00 am to 5:00 pm; excluding holidays. (Closed 12:00 pm – 1:00 pm)

Phone: (209) 831-2300

When a final filing date is indicated, applications must be filed with the Mountain House Community Services District before **5:00 p.m.** or postmarked by the final filing date. Resumes will not be accepted in lieu of an application. **(The Mountain House Community Services District assumes no responsibility for mailed applications which are not received by the final filing date).**

The City of Mountain House is an Equal Employment Opportunity (EEO) Employer