

## **DOMINION HOPE**

### **JOB DESCRIPTION**

**TITLE:** Customer Account Clerk

**CODE NO.:** 55524

**GRADE:** 009

**REPORTS TO:** As Assigned

**DATE:** August 15, 2010

#### **RESPONSIBILITIES:**

To represent the Company in contact with customers, handling customers' inquiries and service requests in a prompt, efficient, and courteous manner. To perform a variety of clerical duties as assigned in the preparation, processing, and maintenance of required financial records, statements, reports, ledgers, and other related assignments in accordance with established procedures. To perform various clerical duties as assigned relevant to the collection of delinquent accounts in accordance with credit and collection policy.

#### **ASSIGNED DUTIES:**

1. Perform any combination of clerical duties relative to customer service, billing, and accounting activities, involving but not limited to:
  - a. Receiving, and accounting for, funds from customers and outside agencies.
  - b. Preparation and processing of forms incidental to centralized customer billing and accounting.
  - c. Reviewing and correcting error memos and lists.
  - d. Answer telephone calls and handle customers' inquiries or service requests in a prompt, efficient, and courteous manner.
  - e. Preparation of proper forms for new accounts, disconnects, reallocations, service orders, etc.
  - f. Perform various credit and collection activities on delinquent accounts.
  - g. Investigate and correct validation error lists and account information memos.
  - h. Prepare, balance, and reconcile various accounting and statistical reports.
  - i. Bill customers in accordance with applicable contracts, agreements or Company procedures.

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- j. Provide work scheduling and technical support to city plants and field locations.
2. Make personal contact with delinquent customers to obtain required P.S.C. information and set up payment arrangements.
3. Operate equipment in conjunction with the Customer Care System.
4. Type letters and reports as required.
5. Operate various office machines such as adding machine, calculator, typewriter, word processor, personal computer, and other equipment as needed.
6. Assist in training other employees in the performance of assigned duties.
7. Prepare or verify regular and special financial, statistical and other reports and statements as required.
8. Order supplies from stockroom or outside vendors as required.
9. Maintain various electronic meter reading systems.
10. Gather data from various departments to prepare reports and respond to customer inquiries.
11. Maintain meter inventory control system.
12. Perform various other related clerical duties.

**NOTE:** See Appendix No. 5 - Clerical Testing.