



## Utility Account Representative I/II/III

Salary DOQ + [Full-Time County Benefits](#).

The James City Service Authority seeks an individual to perform responsible work assisting new and existing customers in JCSA's water/sewer connection and billing/payment processes.

There are three levels of Utility Account Representative distinguished by the level of work performed and the qualifications of the employee.

Classification Title	Salary Range	Salary
Utility Account Representative I	Grade 10	\$39,968 / yr or higher DOQ
Utility Account Representative II	Grade 11	\$42,734 / yr or higher DOQ
Utility Account Representative III	Grade 13	\$48,903 / yr or higher DOQ

### Responsibilities:

- Assists with processing customer billing for services provided by JCSA/Hampton Roads Utility Billing Service (HRUBS); interprets and updates information from a variety of databases and other local utilities; operates, gathers data, and monitors asset management and work order system and Geographic Information System (GIS) software programs.
- Calculates and processes payments for water/sewer tap fees on new construction by researching premise using JCSA Geographic Information System (GIS) and James City County Real Estate plats; issues receipts for payments and maintains a cash drawer to include preparing and verifying bank deposits.
- Researches and resolves problems using in-depth knowledge of JCSA operations and independent judgment; negotiates payment extensions or arrangements with customers; and initiates non-payment cut-offs or meter removal for broken payment plans; performs and completes analytical review of customer accounts for leak adjustments; obtains and analyzes water meter data logs to assist customer concerns related to high usage and troubleshoot potential leaks.
- Responds to emergency and non-emergency service related phone calls, e-mails, and work orders from staff and inquiries from the public requiring interpretation, data research, and independent judgment in determining the appropriate response; explains policies and procedures to customers; evaluates calls for service to determine cause of problem; and dispatches appropriate crew or technician.  
Coordinates water meter readings with JCSA Operations staff; initiates work orders for new or terminated service, water flow checks, meter leaks, water quality and related work, communicating results as needed either verbally or in writing with customers.
- Administers JCSA Grinder Pump Maintenance Agreement program; determines potential customer eligibility, coordinates and schedules inspections by Operations field staff, issues denial letters and ensures accuracy of billing related to associated fees.
- Tracks JCSA loan and connection fee payments; generates related reports, invoices and payment vouchers; initiates collection process on delinquent accounts; processes deposits and assigns appropriate general ledger account code.
- **(Utility Account Representative III)** Determines eligibility of delinquent accounts for Commonwealth's Debt Set Off Program and processes eligible accounts using online Virginia Department of Taxation system; places and releases property liens for eligible delinquent accounts; processes delinquent accounts through bankruptcy procedures in accordance with applicable laws.
- Performs other duties as assigned.

**Requirements:**

- Any combination of education and experience equivalent to a high school diploma, preferably supplemented by college level courses in accounting or business management; and, some experience working in utility billing or accounts receivable/payable including experience involving public contact and customer service.
- Must possess reliable transportation to work site(s).
- Knowledge of data entry, automated financial recordkeeping systems, and various microcomputer software packages; and, standard office procedures, practices, and equipment; principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in use of computer software, including Microsoft Office Suite.
- Ability to communicate effectively, both orally and in writing; establish and maintain effective working relationships with other county employees and the public; establish and maintain complex records; research, assemble, and organize data and prepare reports and correspondence; exercise independent judgment and initiative and attention to detail in accordance with established policies and procedures with minimal supervision; and resolve problems and complaints to deliver a high level of customer service.

Position Level	Requirements
Utility Account Representative I	<ul style="list-style-type: none"><li>• Some experience working in billing or accounts receivable/payable including experience involving public contact and customer service.</li></ul>
Utility Account Representative II	<ul style="list-style-type: none"><li>• Considerable experience working in billing or accounts receivable/payable including experience involving public contact and customer service as demonstrated by ability to exercise independent judgment and complete all phases of billing cycle with minimal supervision.</li><li>• Passing score on Utility Account Representative II career ladder exam as determined by the department.</li></ul>
Utility Account Representative III	<ul style="list-style-type: none"><li>• Considerable experience working in billing or accounts receivable/payable including experience involving public contact and customer service as demonstrated by ability to exercise independent judgment and complete all phases of billing cycle and loan/connection fee collection and processing with minimal supervision.</li><li>• Passing score on Utility Account Representative III career ladder exam as determined by the department.</li><li>• Must have successfully completed the Debt Set off Program through the State of Virginia.</li></ul>

[Click here](#) for full job description. Accepting applications until position is filled. Cover letters and resumes may also be attached, but a fully completed application is required in order for your application to be considered.

**Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>**