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APPLICATION DEADLINE: May 12, 2023

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| TITLE | ACCOUNT COORDINATOR |
| DEPARTMENT | ADMINISTRATION |
| SUPERVISED BY | ACCOUNTS SUPERVISOR |
| SUMMARY | THIS IS CLERICAL AND CUSTOMER SERVICE WORK IN SUPPORT OF THE UTILITY SERVICE ACTIVITIES |

DUTIES AND RESPONSIBILITIES

The position of Account Coordinator includes, but is not limited to any combination of the following:

1. Prepares and processes meter service orders for services including read-ins, read-outs, meter installations, disconnections and reconnections, new utility billing accounts, and discontinuance of accounts. Establishes and enters all meter deposits.
2. Requests verification of meter reads; processes paperwork for changes to incorrect bills, receives credit extensions requests from customers with past due bills; verifies payment of bills and current service status; prepares and mails disconnect letters. Maintains payments from assistance agencies.
3. Provides assistance to customers with inquiries and complaints; answers customer complaints regarding charges, delinquencies and refunds; identifies customer service problems and conducts research. Prepares read in and read out work orders for meter technicians; communicates results to the customer(s).
4. Responsible for the Budget Payment Plan process.
5. Answers all telephone calls and assists the general public providing general information on departmental policies and procedures as required; refers calls to the appropriate department personnel.
6. Serves as the first customer representative of the Hutchinson Utilities Commission and ensures courteous, professional, and helpful service is provided to customers and co-workers.
7. Handles and processes the cash/check/credit card payments on a daily basis. Processes all late fees. Prepares the daily bank deposit. Responsible for the collection process of non-sufficient funds checks received. Assists customers with setting up autopay and entering autopay information.
8. Enters and process all disconnect, reconnect and miscellaneous trip charges, etc.

9. Performs a variety of general clerical duties including typing and proofreading, creation of reports/graphs, maintenance of files and records, receives, processes, sorts, and distributes mail on an as needed basis.
10. Operates a variety of office machines to complete the required duties.
11. Performs other duties and responsibilities as required and as directed.
12. Prepares yearly Cold Weather Rule schedules for disconnects and ensures HUC is following current CWR guidelines.

EQUIPMENT

Office equipment including, but not limited to, personal computer and related software, printer, copier, typewriter, calculator, telephone, postage machine, letter folding machine, laminator etc. Use, as an end user, of the utility billing/collection system software. May use HUC vehicles as necessary.

EDUCATION/SKILL REQUIREMENTS

High school diploma or GED required. Other education and experience commensurate with the position duties and responsibilities. Excellent administrative and interpersonal skills and computer proficiency required. Must be able to work effectively in situations with difficult customers. Valid driver's license if using HUC vehicles. One year of customer service and previous municipal utility billing experience is desired. Familiarity with state and local statutes and ordinances relevant to the position also preferred.

WORKING CONDITIONS

General office conditions. Regular forty-hour workweek subject to the provisions of the Hutchinson Utilities Commission Employee Handbook and the labor agreement between the Hutchinson Utilities Commission and the International Brotherhood of Electrical Workers Local 949. Possibility for overtime hours dependent upon work load and only with prior authorization by the supervisor.

PAY RATE

Apprenticeship Schedule No. 2 as per the Union Contract. Starting pay \$30.04/hour to \$33.38/hour dependent upon qualifications and experience.

HUTCHINSON UTILITIES COMMISSION
ADDENDUM TO JOB DESCRIPTIONS
TO COMPLY WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk and use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

The duties listed in job descriptions are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.
