

TITLE: Stormwater Utility Technician

ENG/7-421

DEPARTMENT: Environmental Management, Fayette County

JOB SUMMARY: This position performs administrative, billing and technical duties in support of the Stormwater Utility.

MAJOR DUTIES:

- Updates and maintains stormwater utility billing database. Reviews database to verify proper billing information. Determines bad debt for annual write-off.
- Provides stormwater utility customer assistance; provides information concerning stormwater utility billing policies, explains billing procedures, and regulations; records customer complaints and inquiries; refers to appropriate personnel.
- Coordinates with the Water System concerning billing operations and deadlines.
- Coordinates collection of past due accounts initially through the mailing of reminder notices and eventually through Municipal or Superior Court.
- Answers all stormwater utility incoming customer calls and researches resolution through various departments.
- Assists with the preparation of stormwater utility regular and special reports.
- Assists in the preparation of the stormwater utility budget.
- Maintains stormwater utility web site.
- Files documents; answers telephone; sorts and distributes mail as needed.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of generally accepted accounting and billing principles.
- Knowledge of computers and job-related software programs.
- Knowledge of county budgeting procedures.
- Knowledge of state and county regulations and of department policies and procedures.
- Skills in planning and meeting deadlines.

- Skills in public and interpersonal relations.
- Skills in oral and written communication.

SUPERVISORY CONTROLS: None.

GUIDELINES: Guidelines include county development regulations and related state regulations. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of related database manipulation and administrative duties. Frequent interruptions contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to provide administrative and technical support for stormwater utility operations. Success in this position contributes to the efficiency of department operations.

PERSONAL CONTACTS: Contacts are typically with county personnel, residents, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting, standing, stooping, or walking. The employee occasionally lifts light to heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

HIPAA

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence of alcohol, or to possess, distribute or sell illegal drugs in the work place. Confirmed positive drug test is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with an Associates Degree in Business or Finance.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.