








-  19 Saddle Road
Cedar Knolls, NJ 07927
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Junior Information Systems Customer Clerk

Job Grade: O-1 (Union, Non-Exempt)

RESPONSIBILITIES

The primary areas of responsibility of this position are to perform various assignments in the Finance Division such as maintaining accurate billing records of an assigned customer base, assisting with finance administration functions, and conducting other administrative tasks. Assignments require utilizing a variety of software applications within the Finance Division of the SMCMUA.

ESSENTIAL FUNCTIONS

1. Render services for the purposes of providing a safe and reliable water supply for the public to SMCMUA customers.
2. Communicate with customers for billing and other business-related inquiries.
3. Apply organizational skills as it applies to record retention, filing, and other related administrative tasks.
4. Set up new customer accounts and modify existing customer accounts as needed.
5. Independently identify and problem-solve billing anomalies, service-related issues, and various other customer-related issues.
6. Handle a high volume of transactions while maintaining the accuracy and integrity of the data for an assigned group of customers.
7. Issue customer notifications, including the hanging of door tag notifications on customer properties.
8. Perform system administration duties for relevant software and related business applications used in administering Finance Division operations. This includes but is not limited to the Customer Information (billing) System, residential and commercial meter

software, and other pertinent Finance Division applications, systems, equipment, supplies, etc.

9. Assist in the production and distribution of customer account bills and assist in the oversight of third-party payment processing vendors and related duties.
10. Assist in the management of meter and meter data transmitter inventories, calibration schedules, meter reads, equipment maintenance, and other related duties.
11. Demonstrate and maintain an up-to-date proficiency in computer, math, and communication (written and oral) skill sets to remain current with best available technologies and practices.
12. Confer with vendors to obtain product or service information such as price, availability, and delivery schedule.
13. Recordkeeping and reporting.
14. Functions of this position include work assignments in the outdoor ambient atmosphere. Scheduled, on an as-needed basis, routine standby duties with an approximate 45-minute response time. Scheduled work assignments and non-scheduled emergency callouts, on non-standard workdays and/or work hours, including nights, weekends, and holidays.
15. Performs related and other duties, as assigned.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Functions of this position include work assignments in the ambient atmosphere including extreme cold, hot, wet, or other inclement weather conditions.

REPORTING RELATIONSHIPS & INTERACTIONS

This position reports directly to the Customer Service and Billing Office Manager and Chief Financial Officer, or the assigned alternate. This position requires interaction with the general public, SMCMUA vendors and local, State and Federal public agency representatives.

WORK HOURS & LOCATION



This position will be assigned to work at the SMCMUA Headquarters located at 19 Saddle Road Cedar Knolls, NJ 07927 and at any other of the SMCMUA's facilities and throughout the SMCMUA's service area or other assigned work locations. Pandemic or other conditions may require remote work. The general assigned work hours are within 8:00 a.m. to 4:30 p.m., Monday through Friday, with a one-hour non-paid lunch. The start and finish times of a workday may vary depending on SMCMUA needs. Office assignments will be supplemented with SMCMUA fieldwork activities.

Travel, including overnight and weekend stays, as needed to attend professional related seminars, conferences, etc. Travel may be local, regional or within the Continental US.

QUALIFICATIONS

As a condition of employment, after an offer has been issued but before employment has commenced, the applicant must successfully complete an illegal substance test, background check, motor vehicle check, and a physical/functional capacity exam (FCE) based on the attached job specific Functional Capacity Requirements (FCR).

LICENSES & CERTIFICATIONS

- Maintenance of a New Jersey Basic Driver's License.

EDUCATION & EXPERIENCE

- US-accredited high school diploma or equivalent.
- Associate's or Bachelor's degree in Business Administration, Finance, Accounting, or an approved related field.
- Approximately one (1) to three (3) years of experience in customer service, billing, and/or finance administration or related fields.
- Combination of other relevant types of degree and experience, or other combinations will be considered.

SKILLS & COMPETENCIES

- Ability to read, write and understand English so that involved and complicated instructions and technical texts can be read and understood.
- Ability to understand, remember, and fulfill oral and written directions.



- Ability to learn promptly and retain knowledge from oral and written explanations and demonstrations.
- Basic knowledge of Microsoft Office, including Windows, Word, Excel, and Access.
- Computer skills with demonstrated abilities to manipulate data across various software platforms utilized in the SMCMUA's billing process.
- Maintain up-to-date skill sets to remain current with best available technologies.
- Working harmoniously with co-workers, supervisors, managers, and the public.
- Maintain an understanding and satisfactory compliance of the SMCMUA policies, procedures, practices, processes, and essential functions required for the position.

FUNCTIONAL CAPACITY REQUIREMENTS

Reference the Functional Capacity Requirement document for the specific physical tasks, details, frequency, and specifications required for the position.

FUNCTIONAL CAPACITY REQUIREMENTS FOR FINANCE & CUSTOMER SERVICE

VERSION DATE:	10/19/2020	APPROVED BY: C. Mercado
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PHYSICAL TASKS	DETAILS	RARE	SELDOM	OCCASIONAL	FREQUENT	CONTINUOUS	Weight Amounts, if Applicable	COMMENTS
		up to 5 minutes of total work time	6-29 minutes daily	30 minutes to 2.5 hours per day	2.5 to 5.25 hours per day	5.25 hours or more per day		
Balance	To maintain body equilibrium on narrow or inclined surfaces.	✓						
Bending	Flexion of the upper trunk forward while standing and knees extended or knees flexed when sitting.		✓					
Carrying	To hold or rest weighted objects (<i>indicate weight</i>) directly on hands, arms, shoulders, or back while walking from one location to another.		21-40 lbs	10-20 lbs			≤ 40 lbs.	Use of Buddy System/Team Lift if carrying more than 40 lbs.
Climbing Ladders	Ascend/descend with gradual or continuous progress by oneself, using both hands and feet.	0-10 ft.	✓					
		10-20 ft.						None
		20-30 ft.						None
Climbing Stairs	Ascend/descend with gradual or continuous progress by oneself, using both hands and feet.			✓				
Crawling	Moving body slowly in a prone position on hands and knees flexion, with arms extended and elbows bent.	✓						
Crouching	Bending downward and forward by bending the legs and spine		✓					
Digging	To break up, turn over or remove earth, sand, etc, as with a shovel, spade, bulldozer, or claw.							None
Driving	The controlled operation and movement of a land vehicle, such as a car, truck or bus (<i>indicate manual or automatic</i>)			✓ automatic				
Grasping	To handle, clasp or embrace with both arms, hands fingers. Applying pressure to an object with fingers and palm.		✓					
Handle	To maneuver objects, to manipulate or reposition medium to large sized items. Has handles to be grasped by the hands in order to manage dexterously or efficiently, e.g., large bag of trash, move furniture, cases/boxes with handles.		✓					
Handling	Flex and extend fingers with opposition of thumb using palms, fingers and thumbs to grasp or manipulate objects.		✓					
Keyboarding/Typing (motor coordination)	To move the fingers rapidly and accurately during keyboarding tasks.					✓		
Kneeling	Maintaining the body in an erect posture while resting body weight on one or both knees.	✓						

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		up to 5 minutes of total work time	6-29 minutes daily	30 minutes to 2.5 hours per day	2.5 to 5.25 hours per day	5.25 hours or more per day		
Lifting/Loading	Raising objects from a lower to a higher position or moving objects from position to position.		21-40 lbs	10-20 lbs				Use of Buddy system/Team Lift if carrying more than 40 lbs.
Manipulate	To operate, manage, control, or utilize skillfully with the hands. Adroit handling, e.g., steering wheel, hand truck, pallet jack.	✓						
Manual Dexterity	To move one or more hands rapidly and skillfully to perform gross grasping, placing and turning motions. Including handwriting.				✓			
Pulling	Exertion of force to draw an object towards oneself in a particular direction or position.	✓					≤ 40 lbs.	
Pushing	Exertion of force on or against an object (<i>indicate weight/size</i>) to move it from one location to another.		✓				≤ 40 lbs.	
Reaching	Extending the hands and arms in any direction.		✓					
Reaching Above Shoulder	To extend either arm to reach from shoulder level to overhead.		✓					
Repetitive Motions	Substantial movements (motions) of the wrists, hands, and/or fingers.				✓			
Shoveling	To move or remove with a shovel gravel, sand, and/or snow.	✓						
Sitting	Resting of the body weight in a seated position while engaging in a single activity.				✓			