

PAYMENT PROCESSING SPECIALIST I

JOB DESCRIPTION

Classification Responsibilities: A Payment Processing Specialist I is responsible for the processing of utility account payments (electric, water, gas, wastewater, solid waste, and irrigation), Fire, Alarm, Building Safety and Inspection payments, and Benefits payments received via the mail. Duties include: opening, sorting, balancing, encoding, scanning, and batching payments; utilizing our accounting system to look up utility accounts; researching payments without invoices; creating form letters to correspond to customer requests received through the mail; researching bank corrections; and preparing weekly tracking reports.

In addition, this classification is responsible for processing payments made through a customers' online bill pay (third-party payment) imports. Processing and responding to customer online email requests for turn on, turn off of utility service, high bill inquiries, name change requests, address change, Solid Waste requests, Surepay, Budget and Select Due Date program requests, paperless bills, and any other detailed account specific request. Processes returned utility bills to ensure customers are receiving regular monthly billing; ensures the accuracy of reports completed; and prioritizes daily and weekly workload ensuring job duties are completed daily. This class is expected to perform these functions independently with minimal supervision.

Distinguishing Features: Employees in this class are expected to perform day-to-day activities independently within established guidelines and procedures under general supervision. This class is distinguished from the Payment Processing Specialist II by the greater degree of independence in handling day-to-day decisions, and in the lower amount of direct supervision received by the latter. Employees in this classification may progress by noncompetitive promotion to the Payment Processing Specialist II class after successful completion of at least one year as a Payment Processing Specialist I, meet the specific criteria-based promotion requirements, and meet the minimum qualifications of the Payment Processing Specialist II classification. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. A minimum of two years' experience in data entry, payment processing or at a financial institution.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualification. None.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public and other City employees orally or in writing to resolve disputes and explain and interpret rules, regulations, practices, and policies. Strives to improve work processes to ensure workload is processed in the most efficient manner. Responds to and addresses inquiries and complaints related to misapplied payments. Prepares written documents and statistical reports with clearly organized thoughts for such purposes as: requesting customer information regarding new utility setup, name changes, missing documentation, and tracking monthly productivity. Corrects processing errors on a daily basis and informs supervisor of errors found. Demonstrates the ability to be a team player by working with coworkers, other City department employees, and the public to complete assigned job duties in an efficient and cohesive manner.

Manual/Physical: Operates a variety of standard office equipment, such as a personal computer (PC), ten-key calculator, Opex extractor, OCR machine, and copier to enter spreadsheet information; complete on-line transactions; and to produce letters, memos, other correspondence, and reports. Key operator performs job functions on the payment remittance-processing machine. Operates the rapid extraction desk to open, sort, and distribute incoming mail. Enters information into the Customer Information System (CIS) to update, maintain, and correct utility payment records; enters Surepay information; and changes mailing addresses, etc. Completes exception reports to accurately post utility payments. Sits, types, and concentrates for long periods of time. Meets scheduling, attendance, accuracy, and reliability requirements.

Mental: Learns job-related material through classroom and on-the-job training regarding changes in policy and procedure, updated office equipment, and public contact skills, in order to utilize these skills in a production environment. Comprehends written and oral requests/complaints from customers in order to properly investigate and resolve the issue in question, and make corrections to customer's accounts. Works well under pressure of daily deadline with few errors and frequent interruptions. Responsible for all payment postings in a timely, efficient, and accurate manner. Researches customer accounts to answer questions or resolve problems. Analyzes data to ensure accuracy of data input.

Knowledge and Abilities:

Knowledge of:

department practices;
modern office method practices and equipment including PC's and specialized software systems;
basic mathematical practices;
proper format for letters, memos, and other written correspondence;
practices, methods, and records involved in the receipt of payments and fees;
FIN Advantage;
CIS utility billing system;
Microsoft Word for customer correspondence; and
Microsoft Excel to create spreadsheets for data.

Ability to:

learn and retain information presented during training and to apply the information under general supervision;

communicate ideas and information clearly and concisely, both verbally and in writing;

use a computerized billing system;

carryout recurring assignments independently and without specific instruction;

prioritize workload to meet deadlines;

maintain a high level of attention to detail for quality control purposes; and

interact tactfully and courteously with the public to answer procedure questions and resolve complaints.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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CLP/js

CS3935.DOCX

EEO-A/S

JOB FCTN-FIN

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 44

IND-8810

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 64-200