

CLASSIFICATION SPECIFICATION
Remittance Technician

FLSA Status: Covered
Bargaining Unit: Professional and Technical Employees (PTE)

General Summary:

Positions in this class, under general supervision, process customer payments and oversee the printing of bills for water and sewer services using high speed computerized and manual systems to ensure accurate and timely processing of receipts and the printing of bills; coordinate the operation of the imaging system; and perform other related tasks as assigned.

Distinguishing Characteristics

This class differs from other office support classes by its emphasis on operating multiple high-speed computerized equipment to process customer payments, print water/sewer bills and scan documents into databases. Established guidelines and procedures are available for daily work. Assignments require attention to detail, multi-tasking and accuracy in carrying out specified work operations and remittance activities.

Typical Duties/Examples of Work:

1. Receives water and sewer service customer payments and processes remittance information using technical on-line and manual processes; operates high speed extractor to open envelopes and sort documents, operates image enabled remittance processor to process (input, index, validate payments and balance); balances daily summaries against bank deposit reports.
2. Assigns batch numbers to payments to ensure proper processing; prepares daily deposit transit letter.
3. Operates a wide variety of computerized equipment and scanners, as well as ten-key calculators.
4. Performs a variety of data entry and key punch functions on various systems including bureau payroll, backflow test results service orders, meter tickets; inputs data into databases and customer information and billing system.
5. Clears halted or jammed equipment and returns equipment to operating status as quickly as possible and without lose of transactions.
6. Manually opens mail and sorts documents not returned in standard envelopes.
7. Resolves routine processing problems, difficult problems are referred to the supervisor.
8. Communicates with staff and supervisors in payroll, accounting, and customer service to

share information and to ensure coordination of work.

9. Contacts and consults with technical service staff to resolve problems or repair faulty equipment.
10. Operates large computerized, high speed, duplex, color laser printers for production runs including printing water/sewer bills; manages print queue and monitors printing.
11. Operates image-scanning systems for billing system and as required for other city bureau projects; prepares documents, determines proper settings, indexes and reassembles documents, prints specific selection of documents, checks server for messages, and monitors optical disk system, updates underlying data bases.
12. Prepares routine reports as required.
13. Transfers exceptional payments to billing section for resolution.
14. Responsible for routine maintenance of equipment such as cleaning equipment using sensitive cleaning pads, replacing ink jet and electrostatic color cartridges, and ink and oil fusers; printer roller pads and fuser housings, monitors and replaces consumable supplies.
15. Performs related duties as assigned.

Knowledge, Skills and Abilities: (At time of appointment)

Knowledge of: modern office practices and procedures; standard reference sources and information gathering methods; computerized office support processing equipment; billing systems practices, procedures and standards.

Ability to: maintain the confidential integrity of restricted material and information; make independent judgments and decisions while working with minimal supervision; interpret and apply complex rules, regulations, policies and procedures to a variety of situations; manage time, multi-task and work under pressure to meet deadlines; effectively communicate both orally and in writing; accomplish assignments based on complex oral and written instructions of a general nature; establish and maintain effective working relationships with other employees; lift up and carry up to 50 pounds; work for long periods of time in confined space and a high noise environment; to stoop and bend to clear jams from equipment; stand for long periods of time; learn and apply safe work practices; perform simple math calculations (addition, subtraction, multiplication and division).

Skill in: keyboarding; operating a variety of office related equipment; utilizing word processing software and program specific software.

Special Requirements

Employees are required to pass a background check conducted by the Police Bureau because they handle cash payments when the mail is opened.

Working Conditions

Work in this class is typically performed in a secured, raised floor computer room. Employees typically work alone or with a small number of other staff. Employees are required to stand for several hours at a time while operating computerized equipment and moving among workstations to ensure operation of simultaneous operations.

Class History:

Adopted: 01-22-03 New class Remittance Technician (7125) created.

Revised: 10-07-03 Union representation changed from Nonrepresented to COPPEA. Job class number changed from 7125 to 6180.

Revised: 08-01-06 Spec formatting modified.

June 2009 - Change Job Class number from 6180 to 30000403, due to system change.

July 2017 – Updated union name from COPPEA to PTE