



<b>MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION:</b> 10/07/08	<b>CLASS TITLE:</b> CUSTOMER ACCOUNT ANALYSIS TECHNICIAN	<b>CODE:</b> 09370
	<b>MAJOR AGENCIES:</b> B C C - WATER SERVICES	<b>PAGE</b> <u>2</u> <b>OF</b> <u>2</u>

**CLASS CONCEPT:**

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
3	Develops and implements processes related to landlord/tenant situations in compliance with ORC regulations. Determines appropriate forms, processes paperwork as needed, and prepares correspondence, conducts telephone or in person conversations with landlords and tenants regarding policies and their implementation.	
4	Works on special projects as assigned by Supervision. Projects may include analyzing complex account issues, working on departmental committees involving special customer situations such as lost water analysis, or other one-time matters. May need to occasionally drive to other locations for meetings, training, or special assignments.	
5	Conducts training for new hires. Provides back up to the cashier, customer service representatives, billing and collections staff as needed.  (Performs Related Duties As Required)	(*Developed After Employment)

<b>UNUSUAL WORKING CONDITIONS:</b>	<b>MINIMUM CLASS REQUIREMENTS: (Including License, If Any)</b> - <b>OR</b> - equivalent to high school diploma and four (4) years full-time work experience interacting with the public in a customer service environment, four (4) years full time work experience utilizing standard word processing, spreadsheet and database software and four (4) years work experience in processing billing; - <b>OR – alternative, equivalent evidence of the Minimum Class Requirements</b>  (Other evidences may be submitted)	<b>TRAINING &amp; DEVELOPMENT:</b>
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