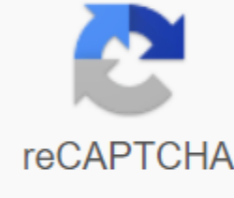




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City of celina utility billing

City of Celina Celina, TX It is an exciting time to work for Celina City. We grew up and are looking for dedicated and collaborative people to join our talented and valued team of employees. High-performance organizations have a set of principles, core values used to implement their goals and objectives. Those values represent what we really like and guide the decisions of individual employees and organizations. In Celina City, we demonstrate our high performance by modeling the Values of Integrity, Community, Excellence and Service and are expected of everything we use. With general supervision from the Utility Billing Supervisor, complete various tasks to ensure efficient billing completion in all aspects of the process. Billing Officers should provide excellent customer service to all residents and staff with questions regarding billing and a variety of other topics. Incumbents must have a thorough understanding of record retention, data entry, billing processes, account maintenance, and cash handling procedures. The purpose of this position description is to provide a representative summary of the main duties and responsibilities performed by incumbents in this position. Incumbents may not be required to perform all tasks in this description and incumbents may be required to perform positions related to positions other than those specifically listed in this description. Demonstrate good customer service and attention to individual customer needs. Perform routine office tasks such as helping customers at the counter, directing people to the appropriate office/person, opening mail, processing customer payments. Helps maintain utility records for water, sewers, and city waste. Receive customer inquiries related to billing and account status. Prepare deposits and cash drawer balances daily. Process new utility connections, transfers, and disconnections. Set up disconnection notifications and turn off coordination per policy. The customer billing process uses the current equipment/Process auto draft payment/Process delay notification/Process fire hydrant meter deposit and billing/Process deposit return and final out account/Ses request for utility related work orders and similar issues. Perform other tasks as clearly or assigned. Modern office procedures, methods and equipment. Effective communication, especially proper public contact and phone etiquette/Able to maintain a pleasant and courteous attitude working in a fast environment. Prepare business letters, correspondence, and basic reports clearly and accurately. Meet deadlines and perform some tasks under pressure/English usage in spelling, grammar, and Read. Ability to count all numbers, fractions and decimals. Store records and data/Ability entry to Multitasking and organize them effectively. Ability to direct and manage utility billing functions. The ability to prioritise, and carry out office work with minimal oversight. Efficient response to high school diploma or GED questions. Operate personal computers and software (including Microsoft Word, Excel, Power Point, Adobe Acrobat), internet, calculators, Multi-line telephones, copiers, faxes and various other office related equipment Years of experience in data entry/ini are years of customer service, office, and cash handling experience/ cek/Must passed pre-employment drug checks/Proof citizenship and/or eligibility to work legally in the United States./Must have prior experience in Cash Handling and Customer Service preferably/Bilingual but not required. Work done in May's office is subject to repetitive movements such as typing, data entry, and vision to monitor. Wearables are decor, stooping, lifting note boxes During the sitting period/Equipment used including personal computers, photocopiers, calculators, fax machines, telephones and other standard office equipment. There is nothing in this job description that limits management's right to assign or reassess duties and responsibilities for this work at any time. This description reflects the assignment of important management functions; does not provide a proscribe or limit any tasks that may be assigned. This job description is subject to change. Job posts are updated periodically and can be closed without notice. Applications are only accepted online and only for positions posted at this time. Applicants can request reasonable accommodation regarding employment and if you have any questions or need assistance, please contact Human Resources at (972) 382-2682 ext. The city of Celina is committed to providing all applicants and employees with equal employment opportunities and maintaining a diverse workforce. It is our policy to recruit, hire, train, and promote employees without discrimination in accordance with federal and state law. Jobs Posted by Applicant/Pro/Posted 5 months ago/Inactive Job in City of Celina \$100.00 Residential Deposit (each unit of living) \$100.00 Business Deposit (under 5 employees) \$150.00 00 Business Deposit (5 employees or more)\$250.00 Restaurant Deposit / Grocery Store \$250.00 Cleaning / Laundry Deposit \$250.00 Deposit for all two-inch deposits \$2 50.00 Deposit 100.00 for every inch more than 2 \$25.00 Service transfer fee Water tap and wastewater fee – please contact the requirements and additional price for larger water taps – 3/4 \$800 Wastewater - 4 \$400 Water - 1 \$850 Water - 1 1/2 \$ 950 Water - 2 \$1.050 All residents will receive garbage collection twice a week from green/maroon All occupants will receive a collection of recycling once a week from blue carts. If you live ON EAST of Preston Rd, your garbage collection day will be Monday and Thursday. If you live WEST of Preston Rd your garbage collection day will be Tuesday and Friday. Recycling collection day is Wednesday for all residents. Please note that your cart must be at the exact collection location by 07:00 on the day of your collection. The collection service is fully automated so that all garbage must be in the basket, with the lid closed. Any excess garbage outside the cart will not be collected. You should place your cart properly as close to the road as possible as practically, and the serial number should face the road. There must be at least two leg permits on either side of the cart in order for the automatic arm to pick up and empty the cart. For residents who constantly produce more garbage than one cart will accommodate, the second cart can be rented. Please contact the City for additional information about the second basket option. On the fourth Saturday of every month, Waste Management will collect your brush and large items. You have the right to place an additional four cubic meters of material for the collection on this day, Examples of large items including sofas or washing machines. All brushes must be bundled and tied to a pile no more than four feet long and no more than 40 pounds. However, any residents who plan to place any item of any size, weight or nature that would require two people to lift should contact Celina City at 972-382-2682 at least four days before the day of collection. Please note Waste Management does not collect hazardous waste and Freon must be removed from the applicable equipment. Additional information about this additional collection program is available at City Hall or by calling Waste Management at 972-315-5400 To pay by smartphone or tablet, download PSN Payments from the App Store or Google Play. Use this QR Code from your mobile device to download the app from Google Play. TIP: If you are not already registered with the PSN, go online first to create your payer profile by clicking the Register button at the bottom of this payment utility page: Call 877-885-7968. On the first call, you will register in our automated phone payment system payment in the future just 4 easy steps! All other payments: 866-917-7368. A convenience fee of \$1.00 will be charged for cheque and savings payments. A 2.75% convenience fee will be charged on credit card payments. A surcharge of 50¢ applies for payments under \$100. You must have a tax account number to pay online. Please contact the Tax Department at 419-586-2594 for This. We use the Payment Services Network to process our payments. PSN has been certified as maintaining the highest level of security as required by the credit card industry. In accordance with the Policies, Regulations and Regulations of Utility Services, Ordinance Number 53-02-O, the following restrictions are required to obtain or maintain utility services from Celina Utility: The applicant is responsible for depositing the required utility bills according to the schedule of fees for residential customers Utility bills must be paid within 10 days from the date of billing All unpaid bills are subject to a late penalty of 10% after the payment due date of \$25 Fees for insufficient funds (bad check) Termination of non-payment utility services must occur on the 25th day from the date of billing of the pump or existing sewer must be disconnected from the lateral sewer No sump pump, storm drain, or surface water of any source, including downspout, may be connected to the sanitation sewer for any reason No additional buildings can be connected to any utility service without prior written authorization from Celina Utility No cross-connection permitted between ponds, and or city water) Wells must be disconnected from structures to be served with city water \$25 Cost for insufficient funds (bad check) Pool Adjustment Only 1 (sewer) adjustment per year (adjustments made based on average usage of 12 months) Broken Toilet Adjustment: No Lawn Watering and Landscaping Adjustment: No Customer must purchase a separate watering meter. Meter fee – \$115 plus plumber fee Customer will be charged a minimum usage fee for the entire year (12 months) Quick payment of your utility bill is required to avoid your service being disconnected. Any customer with a maturing account balance may be disconnected. Customers can determine the status of their account by checking their monthly utility bills. If your bill shows you're disconnected, a quick payment is required to avoid your utility being turned off. If you have any questions or are unsure of the status of your account, please contact the Celina Utilities office at 419-586-2311 Any customers who have turned off their utility for not paying, must make a payment with cash or money to be reconnected. The cost for the funds is insufficient - \$25. Celina Utilities is happy to offer you Energy Depot®, a new set of online tools and resources to help you better understand and manage your home's energy usage and costs. Energy Depot is your one-stop resource for energy information and is available for free. The water supply to your home is usually under pressure, but the situation can occur causing this pressure to drop. This low pressure situation can cause water to flow backwards. This reversal of water flow is known as reverse current. Main break major water repairs, or water use for firefighters may result in sufficient water pressure being lost causing a backflow. Backflow can be a health hazard for your family. When a backflow occurs the water is pulled your main water supply may be contaminated. This contaminated water stays in the drain until it is drained from other fixtures in your home. Serious harm can result when contaminated water is used for dredging, cooking, or bathing. To prevent this from happening, the City of Celina requires annual testing by certified backflow testers for testable reverse current devices. See: Forms for Cross-Connection/Reverse Flow Survey Sheets and Reverse Flow Prevention Reports Certified Backflow Testers Many pipeline companies have certified backflow testers on staff. We recommend checking the yellow page under pipe or backflow tests to find certified backflow testers in your area. You can also see a list of certified backflow testers on the Ohio Department of Commerce website. Backflow Scenario Soap water or other cleaning compounds are re-sucked into your water supply through taps or hoses submerged in buckets or laundry basins. Fertilizer/pesticides are again sucked into your water supply through a garden hose attached to the fertilizer /pesticide sprayer. Chemical/pesticides/animal excrement is drawn into your supply of yard irrigation systems. Backflow Prevention Recommendations Prevent Backflow Prevent Backflow Never soak hoses in buckets, ponds, spas, tubs, or sinks. They may contain harmful cleaners or harmful bacteria. Always keep the end of the hose away from possible contaminants. Do not use spray or attachment cleaning on your hose without a backflow prevention device on the hose. These include pesticide applicators, portable pressure washers, sewer openers and radiator flush kits. All of these devices use toxic chemicals, detergents and wastewater and can be fatal if disanizing. Utility payments can be made in cash, check, by mail, drop box near the front door of the Utility Office, or directly at the Customer Account Counter. A night deposit box is located outside the front door for payment after business hours. The city also offers payments via MasterCard or Visa as well as monthly automatic withdrawals from your bank account to pay your utility bills. (Download this form from the Forms page.) page.)

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