

# SENIOR BILL PAY & LICENSING REPRESENTATIVE

## - HEAD TELLER

Finance | Bill Pay and Licensing



### JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Senior Bill Pay and Licensing Representative - Head Teller is responsible for overseeing day-to-day teller operations, supervising front-line staff, and ensuring the accurate processing of utility payments and account transactions.

#### JOB OVERVIEW

##### PAY TYPE

Non-Exempt (Hourly)

##### SCHEDULE

Monday to Friday

##### SHIFT

7:30 a.m. to 4:30 p.m.

*Rotational after-hours call schedule for utility related service issues and emergencies.*

##### LOCATION

Government Tower – 1<sup>st</sup> Floor

##### REPORTS TO

Bill Pay and Licensing Manager

##### PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

##### WORK ENVIRONMENT

Fast-paced, office-based setting that requires multitasking, attention to detail, and frequent interaction with internal departments, external vendors, and customers.

##### EMERGENCY EVENTS

May be required to work during emergency events.

##### REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected monitor team performance, ensure compliance with established financial procedures, maintain cash drawer integrity, and generate required financial reports.

The Head Teller supervises a team of representatives, provides hands-on support and training, and resolves escalated inquiries or account issues with professionalism and attention to detail.

This role serves as a liaison between internal departments and customers, supports operational continuity by providing backup for related roles, and participates in after-hours service rotations as needed.

#### JOB DUTIES

- Supervise daily teller operations to ensure accurate, efficient, and policy-compliant processing of all customer transactions.
- Provide direct leadership, guidance, and support to the teller team, promoting a high standard of customer service and operational excellence.
- Train, mentor, and onboard new Bill Pay and Licensing Representatives, ensuring full understanding of departmental procedures and customer service protocols.
- Monitor employee performance, offer constructive feedback, and assist in performance evaluations and ongoing development initiatives.
- Serve as the primary point of contact for escalated customer inquiries received via phone, email, or in person, ensuring timely and effective resolution.
- Accurately process utility payments and monitor account statuses, addressing and resolving issues related to billing discrepancies, overpayments, underpayments, and returned payments.
- Establish new customer accounts for utility services, including residential and business accounts, and ensure complete and accurate setup based on departmental requirements.
- Review teller-submitted documentation and scanned records for completeness, accuracy, and appropriate categorization within customer accounts.
- Oversee end-of-day closing procedures, including balancing cash drawers, reconciling transaction records, and generating required financial reports (e.g., #UB680R, #UB860R, #UB815R, #UB820R, #UB566R).
- Ensure proper cash handling practices are followed, including the issuance of change to teller cash drawers and resolution of any cash discrepancies.
- Promote TPCG's customer-focused programs and services, such as MyTPCG, e-billing, Average Billing Program, and various payment options, by providing clear and informative guidance to customers.

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## JOB DUTIES CONTINUED

- Respond to service requests submitted via email, collaborating with internal departments to verify deposit requirements and facilitate timely service activation.
- Verify and post ACH and bank payments, ensuring accurate system updates and reconciliation.
- Update customer accounts upon request, including modifications to addresses, contact information, service preferences, and other account-related data.
- Provide backup support for the Sr. Bill Paying & Licensing Representative – Maintenance Clerk to ensure continuity of service and operations during absences.
- Participate in a monthly rotational after-hours call schedule to assist with utility-related inquiries and emergency service needs.
- Investigate and address customer complaints or operational issues, applying problem-solving skills to deliver resolutions in line with policy.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

## SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to effectively supervise, guide, and support a team while fostering a positive, customer-focused work environment.
- **Time Management:** Manages multiple priorities efficiently, ensuring timely completion of daily operations, team oversight, and customer service responsibilities.
- **Analytical Skills:** Applies critical thinking to identify and resolve discrepancies in transactions, accounts, and financial reports with precision and sound judgment.
- **Communication Skills:** Communicates clearly and professionally with customers, team members, and other departments to resolve issues and share accurate information.
- **Organizational Skills:** Maintains well-structured processes for tracking transactions, documentation, scheduling, and workflow to support operational accuracy and compliance.
- **Technical Skills:** Proficient in using billing systems, AS400, Microsoft Office Suite, and cash handling tools to perform data entry, transaction processing, and reporting tasks accurately.
- **Qualifications:**
  - Associates degree in business administration, finance or related field preferred.
  - Minimum of two (2) years of customer service experience, with prior experience in cash handling or teller operations.

