

UTILITY BILLING SPECIALIST

Position Code: 1650
WC Code: 8810
FLSA Status: Non-Exempt
Pay Grade: 348 (\$34,251 - \$53,567)
Location: Finance
Approval Date: 2019

General Statement of Duties

Performs difficult administrative and clerical work in support of the utilities billing, collections, financial records, accounting, and customer service functions.

Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve the generation and mailing of the utility bills, handling customer inquiries relating to utility billings and general services; preparing and verifying a variety of reports and records; collecting utility bills and other revenues, and coordinating with the field services functions. Other duties include other paraprofessional accounting and other fiscal processes. Work involves multiple detailed procedural steps, and requires independent knowledge of the utility billing and collections process and computer application. Considerable tact and courtesy are required in these public contact functions. Work is performed under regular supervision of the Billing and Collections Supervisor and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Reviews and/or enters utilities reading, generates billing information, performs edits, and prepares electronic file for submission to outsourced bill printer.

Prints edit list and reviews after initial meter readings are downloaded; identifies potential mis-reads and other potential problems; determines which meters require re-reading; prepares list and prepares for printing by outsourced bill printer overdue notices; assists with printing, reviewing, and distributing list of customers for disconnection for non-payment.

Coordinates with utility personnel the meter reading functions and the cutting on and off of services to customers.

Answers complaints from citizens, researches problems, and answers their questions; adjusts bills for leaks, incorrect meter readings, etc.

Establishes new customer accounts; insures proper initial readings are entered; establishes, updates, and disconnects accounts for multiple temporary development needs.

Monitors the billing cycle and assures that all records are submitted on a timely basis in order that established deadlines will be met.

Assists other department staff with preparation of data, records, files, etc.; balances cash drawer daily.

Backs up other staff members.

Performs other duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of local policy, billing and customer service cycle regarding water and sewer systems.

Considerable knowledge of the utility billing software application and ability to operate hardware to produce accurate, timely bills.

Working knowledge of state statutes related to utility billing and customer service.

Working knowledge of standard operating practices involved in modern office operation and serving the public.

Working knowledge of water meter operations.

Working knowledge of the principles and practices involved in paraprofessional accounting work and preparation of fiscal records.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer oriented operation.

Ability to operate calculator, computer,, cash register, and related office equipment at the desired level of speed and accuracy.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

Ability to work successfully on multiple tasks under pressure.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

Minimum Education and Experience

High School Diploma or GED, supplemented by courses in business or accounting, and three to five years of experience in a billing operation involving multiple step tasks and use of billing software; or an equivalent combination of education and experience. An Associate's Degree in Business or Accounting is preferred.