

UTILITY BILLING SPECIALIST

Position Code: 1650
WC Code: 8810
FLSA Status: Non-Exempt
Pay Grade: 353
Location: Finance
Approval Date: 2023

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 and coordinating with field services functions. 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 Manager and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Reviews initial meter readings once downloaded, generates billing information, performs updates and edits, and prepares electronic file for submission to outsourced bill printer.

Prints edit list and reviews after initial meter readings are downloaded; identifies potential missed reads and other discrepancies; determines which meters require re-reading; assists with generating, printing, reviewing, and distributing list of customers for disconnection for non-payment.

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 customer service staff as needed.

Assists public services department staff with preparation of data, records, files, etc.; balances cash drawers daily and prepares bank deposits.

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

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 10 pounds of force occasionally; and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to work with data and figures, do accounting tasks, operate a computer terminal and do extensive reading.

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 degree in Business or Accounting is preferred.