

## UTILITY BILLING SPECIALIST

### General Statement of Duties

Performs responsible paraprofessional accounting work performing the utilities billing, collections, 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 fiscal support and reporting activities; preparing and verifying a variety of reports and records; collecting utility bills and other revenues, and coordinating with meter readers and the field services functions. Work is characterized by the multiple detailed procedural steps involved in the work, and the required independent knowledge of the utility billing process and computer application. Work involves public contact functions and coordination with other departments within the Town's organizational structure. Considerable tact and courtesy are required in the public contact functions. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

### Duties and Responsibilities

#### Essential Duties and Tasks

Loads routes into hand held meter reading devices for meter readers; downloads readings after they complete each route; prints and reviews results and identifies potential issues and needs for re-reads; provides list for re-reads to meter readers; enters miscellaneous readings into customer accounts; generates billing information, performs edits, and sends billing information to billing vendor.

Updates bills to customer accounts; closes out billing cycles.

Creates and updates work orders to master files.

Prepares and sends bank draft file; updates file to customer accounts.

Enters meter readings and meter numbers into accounts as they change; enters customer deposits into system.

Assists customers with billing questions, payments, moving accounts; takes payments by credit card; updates and maintains customer data base.

Sets up new accounts with customers; takes deposits; verifies identity; closes out accounts and applies deposits to final bills.

Coordinates the activities of the office with the utilities personnel and the departments responsible for the various utility functions within the Town; coordinates with meter readers the connection and disconnection of services to customers.

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

Establishes new customer accounts; insures proper initial readings are entered; establishes, updates, and deletes 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.

Enters delinquent accounts into debt setoff program.

Prepares a variety of fiscal reports involving compiling, typing, data entry, reconciling and other fiscal support activities; files records and reports.

#### Additional Job Duties

Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledges, Skills, and Abilities

Considerable knowledge of local policy, billing and customer service cycles regarding garbage, water and sewer services.

Thorough 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.

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

Working knowledge of water meter operations.

Skill in customer contact and collaborative conflict resolution.

Skill with office technology.

Ability to deal 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 terminal, typewriter, cash register, and related office equipment at the desired level of speed and accuracy.

Ability to make accurate mathematical calculations.

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 maintain confidential information.

#### 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.

#### Desirable Education and Experience

Graduation from a community college with an associates degree in accounting and experience in a billing operation involving multiple step tasks and use of billing software; or an equivalent combination of education and experience.

#### Special Requirement

May require ability to be bonded.