

UTILITY BILLING SPECIALIST (CLERK TYPIST II)

SUMMARY

Performs a variety of tasks in general support of the Finance Department, with primary focus on the Water Administration and Utility Billing functions. Maintains utility billing system and departmental records. Prepares customer billing and processes customer receipts. Analyses system data and prepares reports. Provides front-line customer service and knowledgeable response to customer inquiries. Works cooperatively with other departments.

SUPERVISION RECEIVED

Work is performed under the supervision of the Finance Director, or other department head as assigned by the Finance Director.

SUPERVISION EXERCISED

None.

RESPONSIBILITIES AND ESSENTIAL DUTIES AND FUNCTIONS

An employee in this position may be called upon to do any or all of the following essential duties: (These examples do not include all of the duties which the employee may be expected to perform.)

1. Using excellent customer service skills, establishes and maintains effective working relationships with staff, officials, and the general public.
2. Works cooperatively with others in the Utility Billing Department to define and achieve department goals.
3. Provides ready and willing assistance to other departments. Educates staff on utility matters and seeks to understand issues related to other departments.
4. Partners in providing coverage of front counter and the answering of department phones.
5. Assists customers on a daily basis. Communicates with them in person, by phone, and in writing in a clear and positive manner. Receives and provides knowledgeable response to citizen questions and concerns.
6. Coordinates with water service personnel to maintain status of account activities, compliance issues, and the processing of work orders.
7. Acquires and maintains a mastery of various software programs.
8. Coordinates and works with third-party mailer to ensure bills are delivered accurately and efficiently.
9. Updates and maintains utility billing records, both electronic and physical.

Utility Billing Specialist, cont.

10. Carries out all functions related to utility billing including data entry, system maintenance, billing, penalty application, shut-off coordination, delinquency collection, and tax roll transfers.
11. Investigates billing discrepancies, processes and documents adjustments.
12. Processes and balances daily receipts from all payment sources.
13. Reviews, monitors, and recommends changes and controls for the City's utility billing policies and systems, as necessary.
14. Reads, interprets, applies and explains codes, rules, regulations, policies and procedures.
15. Generates utility-based reports as needed by Public Works, the Finance Director, the City Commission, or others.

ESSENTIAL FUNCTIONS, QUALIFICATIONS AND KSA'S FOR EMPLOYMENT

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability (KSA's) required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of modern office procedures and practices to perform clerical duties.

Knowledge of business English and grammar usage.

Knowledge of work practices and procedures of the departments to which assigned.

Ability to type 50 wpm.

Ability to quickly gain proficiency with new software programs.

Ability to work in a fast-paced environment.

Ability to exercise strong organizational skills.

Ability to prioritize tasks from several different departments.

Skill in performing arithmetic computations with accuracy.

Skill in filing, maintaining and retrieving information.

Skill with Microsoft Suite of software programs.

Skill in using office machines such as a computer, copier, fax, and 10-key calculator.

Skill in maintaining effective working relationships with staff, City officials and the public.

Required education includes at least a high school diploma, or the equivalent.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee frequently is required to walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific visual abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee in this position works in an office environment. The noise level in the work environment is usually quiet.

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