



Title: Lead Utility Billing Specialist

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to function as a unit lead and provide guidance and support to all Utility Billing Specialists and CSR II. This is accomplished by performing the regular duties associated with utility billing, assist with assigning daily work, serve as the subject matter expert on billing system processes, provide technical guidance, monitor work and assist staff with complicated and difficult assignments. This position leads the production of customer-billing statements, authorize billing adjustments and customer refunds, compile reports, create customer correspondence, conduct research, and perform quantitative quality assurance reviews. Other duties may include completing related tasks as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Provides guidance and support to subordinate staff or CSR II staff to include assigning, monitor work, and coordinate work direction, assist with accuracy validation and completeness and answer questions concerning work procedures and/or problems. Assists with the production of customer-billing statements for city services, authorizes billing adjustments and customer refunds, compiles reports, creates customer correspondence, conducts research, and performs quality verification.
2	S	Performs the regular duties associated with utility billing, which includes importing/exporting meter readings from electronic files, validating readings, processing exception readings, and confirming accuracy of information. Generates report totals for bills generated, totals delinquent accounts, number of service orders and miscellaneous invoicing to update performance measures. Coordinates utility billing functions by verifying and transmitting records for printing and mailing of customer billing statements within deadlines.
3	S	Responds to and resolve complex and sensitive inquiries or complaints regarding customer accounts both verbally and in writing. Researches, calculates and adjusts accounts based on interpretation of city codes, ordinances and policies to resolve billing issues. Researches and resolves problems including missing or incorrect meter information, duplicate locations, customer data, and misapplied payments.



4	S	Performs audit of the database to insure the accuracy of records such as customer types, meter sizes, usages, credit balances, account rates, zero consumption, high consumption, and solid waste only accounts. Leads in the timely completion of service orders for various City services including, but not limited to water turn-ons and turn-offs, water meter installations and/or change-outs, meter re-reads, and delivery or pick up of sanitation containers in preparation for billing.
5	S	Monitors the active delinquent processes, printing and mailing of notices, and the creation of termination service orders are generated within required deadlines. Uploads delinquent accounts into auto-dialer system as a last attempt to collect before account is disconnected for non-pay, as needed.
6	S	Participates in the analysis and revising of utility billing related business processes and software systems and make recommendations. Coordinates and develops training material and assist with training utility billers, CSR II call center and cashier staff. Assists with testing and implementation of new or upgrade integration solution of existing software systems and provide applicable training to staff.
7	S	Participates in the accomplishment of organizational, departmental and workgroup goals and objective. Informs supervisors of project performance and provides input on staff performance evaluations.
8	S	Prepares, audits and reconciles deposits, payments and cash receipts from CSR II for account posting. Uploads, reviews and applies lockbox payments to coinciding accounts. Calculates and updates residential sewer volume using actual water consumption and winter average. At the request of a department or administration, create a miscellaneous accounts receivable invoice, report or analysis of specific information. Acts as a point of contact for the department in absence of the Utility Billing Supervisor.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	2-4 years experience. Considerable previous experience required in the same or similar previous positions. The job requires a sound knowledge of common and uncommon techniques, concepts, methods, practices, use of forms, routines, etc., of complex nature.
Education	Two year college program or equivalent combinations resulting in accumulation of similar knowledge or skills.
Technical Skill	Work requires advanced skills, specialized knowledge, and extensive expertise in approaches and systems.
Physical Demands	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.



Contacts	Contacts are an important part of the job as work involves internal and external contacts for the purpose of securing the understanding, cooperation or agreement of others who may not be readily disposed to cooperate, business matters are unusual or controversial and of major importance to the organization. Requires extraordinary courtesy, tact and persuasiveness to obtain the cooperation of others. Work involves frequent contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a frequent requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	The job requires some accountability for scheduling, assigning or coordinating work. Employees check the quality of work and provide guidance to others. Although the job does not require formal or official supervisory responsibility the incumbent serves as a lead or acts in a lead role. In addition, the employee may be expected to provide information or suggestions on others' performance.
Accountability	Decision/action situations have a significant impact on the organization. Errors are difficult to detect and result in immediate impact on resources and continuing influence on operational effectiveness. Revenue, productivity, service, quality, security of assets or external relationships may be adversely affected. Corrections may be more costly than original action.
Environment	No adverse environmental conditions, pleasant surroundings.
Safety	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	None

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "S"				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	O	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	R	For supplies, for files
Handling	C	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	Under equipment
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	R	Stairs, step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers, scanner, copy/fax machine, calculator, telephone and 2-way radios, Microsoft office, iNovah, Harris system, Accela Permits, CDS Global, Information Outsource Portal, Reports anywhere (RAW), Java, Wells Fargo, FileZilla, Cybersource, Interactive Intelligence, Avigilon Control Center, PeopleSoft, GIS and the internet for research on various websites.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards			N			Respiratory Hazards			N	
Chemical Hazards			N			Extreme Temperatures			N	
Electrical Hazards			N			Noise and Vibration			N	
Fire Hazards			N			Wetness/Humidity			N	
Explosives			N			Physical Hazards			N	
Communicable Diseases			N							
Physical Danger or Abuse			R							
Other										

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			O
Emergency Situation			R
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			R
Performing Multiple Tasks Simultaneously			O
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			F
Noisy/Distracting Environment			N
Other			

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			