



Title: Utility Billing Specialist

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to prepare timely, accurate customer billing statements and assist in dealing with difficult customer inquiries and problems. This is accomplished by preparing, analyzing and transmitting billing information, which requires a technical aptitude, broad database knowledge, problem solving and decision making skills. The position also ensures the integrity of the billing, meter reading and systems process, including maintaining accurate billing, payment and customer accounting records; identifying and troubleshoot problematic meters; managing service requests and develop analyses and reporting for city staff. 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	Imports/Exports meter readings from electronic files, checks validity of readings, processes exception readings according to established procedures, and verifies proper billing for services; enters account information into the database and verifies accuracy of information. Ensures new accounts are created with all the necessary and appropriate services and assigned rate codes to produce accurate billing
2	S	Generates billing account statements for City services, including water, sewer and solid waste. Creates and analyzes reports to identify irregularities and discrepancies on utility bills and accounts. Researches and monitors water, sewer, and solid waste accounts for fraud and illegal consumption. Reviews accounts for accuracy and completeness. Prepares billing adjustments when necessary with lead or supervisor approval.
3	S	Prepares and processes service orders for various City services including, but not limited to water turn-ons and turn-offs, new water meter installations, meter tests, meter re-reads, and delivery or pick up of solid waste containers in preparation for billing. Reviews incoming permits and insures all necessary information is obtained. Assigns address, route and account number on new customers.



4	S	Coordinates and processes the request of new and relocated hydrants in preparation for billing. Prepares reports and file documents; calculates and prepares debit/credit adjustments and notations to customer's account within scope of authority.
5	S	Analyzes delinquent accounts and prepares service orders for disconnection of service. Monitors disconnected accounts and decides appropriate action to take on disconnected accounts. Generate routine reports, delinquency/collection letters and other correspondence regarding accounts. Responds to and resolves customer's complex questions regarding, water, sewer and solid waste bills.
6	S	Creates spreadsheets, queries database to help with research studies, performing comprehensive analysis and making recommendations on the program and policy issues. Under guidance, assist in the testing and implementation of new or upgrade integration solution of existing software system.
7	S	Prepares, audits and reconciles deposits, payments and cash receipts from CSR II for account posting. Uploads, reviews and applies lockbox payments.
8	S	At the request of a department or administration, generates and manages miscellaneous accounts receivable invoice.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	1-2 years experience. Moderate previous experience required in the same or similar previous positions. The job requires a good working knowledge of common and uncommon techniques, methods, practices, procedures, use of forms, routines, etc., of a moderate to complex nature.
Education	High school plus additional course work (equivalent to up to 1 year at a Community College or equivalent resulting in accumulation of similar knowledge and abilities).
Technical Skill	Skilled technical skills. Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
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 integral part of the job as work involves internal and external contacts for the purpose of problem-solving with respect to matters of considerable importance to the organization requiring tact, diplomacy and persuasiveness and/or where no guidelines exist. Improper handling could affect relationships between departments or functions. Contacts are frequently at the same or higher levels. Interactions may affect City business. Work involves regular contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a regular requirement to communicate information that people do not want to hear or find upsetting.
Responsibility	The job requires the provision of guidance and training to others. The job does not have formal or official supervisory responsibilities. The job does not perform a personnel function, supervise the employees or handle non-work problems.
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			R
Other			

PRIMARY WORK LOCATION:

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