

POSITION DESCRIPTION

TITLE: Utility Billing Technician
DEPARTMENT: Finance
UNION: TPOAM
STATUS: Full Time, Non-Exempt
PAY & BENEFITS \$18.09 - \$22.56 (DOQ), Full Benefits Package

GENERAL PURPOSE: Performs routine clerical, administrative, and data processing work in the billing of utilities and other public services.

SUPERVISION RECEIVED: Works under the general supervision of the Finance Director/Treasurer.

SUPERVISION EXERCISED: Generally none. May supervise part-time or temporary staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reads computer files or gathers records such as meter books, purchase orders, invoices, ticket books, etc. to compile needed data.

Enters information into computer or computes amounts due. Prepares invoices.

Posts transactions to accounting records such as work sheet, ledger, or computer files.

Processes work orders for utility disconnections, reconnections, new orders, and other public works service requests.

Processes meter reading data; prepares and mails utility bills; maintains current customer account files; assists in reconciling utility billing activity with the general ledger.

Receives telephone calls and citizen visits concerning utility billings or services; handles questions and matters of a more technical nature; responds to citizen complaints.

Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment arrangements, customer follow-up, account research, preparing liens and write-offs.

Receives utility, tax and various other payments and enters into computer cash receipts system; examines receipts for accuracy and completeness; balances cash on hand against receipts, deposits monies in bank.

Receives the public and answers questions; responds to inquiries from employees, customers, citizens and others and refers, when necessary, to appropriate persons.

Composes, types and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Operates listed office machines as required.

PERIPHERAL DUTIES

Serves as a member of various employee committees.

Provides back-up and support to other positions in the Finance Department.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing, and

(B) two (2) years of increasingly responsible related experience, or

(C) any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.

(B) Skilled in operating listed tools and equipment.

(C) Ability to perform arithmetic computations accurately and quickly.

(D) Ability to communicate effectively verbally and in writing.

(E) Ability to establish successful working relationships.

(F) Ability to work under pressure and/or with frequent interruptions.

(G) Ability to work with angry or difficult customers.

SPECIAL REQUIREMENTS: Must be bondable.

TOOLS AND EQUIPMENT USED: Personal computer including word processing and spreadsheet software, central billing system terminal, central financial computer, 10-key calculator, phone, base radio, fax and copy machine.

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 frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the 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.

The noise level in the work environment is usually moderately quiet.

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests, criminal background check, physical exam to include drug screening may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement or contract between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.