

Utility Billing Technician I

DEPT: Finance
DIV: Treasury/Utility Billing
DATE: August 2023

FLSA: Non-Exempt
EEOC: Admin Support



POSITION SUMMARY

Performs a variety of working level, routine and complex clerical duties as needed to expedite the billing, collection, and processing of utility account transactions.

SUPERVISION RECEIVED

Works under the general supervision of the City Treasurer.

SUPERVISION EXERCISED

None

ESSENTIAL FUNCTIONS

Responds to issues, questions and problems posed by customers, in person and over the telephone; provides general information based upon policy and past practice; informs customers regarding initiating and cancelling services.

Generates various computer reports, and balances (before and after billing); runs delinquent registers; enters work orders.

Operates computer to create, update and maintain changes in utility accounts; assures accuracy of customer billing information; assures that current and terminated accounts are properly billed; assures proper billings for services provided to various companies; enters new and shut-off changes on accounts; assigns new account numbers.

Operates computer to enter utility payments and receipts; print daily receipt report for balancing; updates daily receipts according to balancing results.

Generates billing notices and prepares for mailing; monitors utility accounts to check for delinquencies, calculates termination billings, pro-rates charges based upon established procedures and disconnect date and issues notice of final billing.

Scans, organizes, and files various department reports for future reference.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school.

AND

B. Two (2) years of responsible experience related to above duties;

OR

C. An equivalent combination of education or experience.

2. Knowledge, Skills, and Abilities:

Working knowledge of general office practices; utility billing and collection procedures and processes; operation of computer terminal in utilizing various software programs, i.e., Caselle, Excel, Express Bill Pay, etc., related to word and work processing, spreadsheet and data base management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations.

Ability to communicate effectively, verbally and in writing; communicate effectively with irate customers; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate personal computer to produce or compose formal documents, reports and records; operate standard office equipment; develop effective working relationships with supervisors, fellow employees, and the public.

3. Work Environment:

Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking. On a daily basis, deals directly and personally with city utility customers regarding account status, i.e., shut-off notices, creating daily stress.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____

(Employee)