

Utility Billing Technician II

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| DEPT: | Finance | FLSA: | Non-Exempt |
| DIV: | Treasury/Utility Billing | EEOC: | Admin Support |
| DATE: | August 2023 | | |



POSITION SUMMARY

Performs a variety of full performance level, routine and complex clerical duties as needed to expedite the billing, collection and processing of utility fees.

SUPERVISION RECEIVED

Works under the general supervision of the City Treasurer.

SUPERVISION EXERCISED

None

ESSENTIAL FUNCTIONS

Creates meter reading files for electric and water utilities; downloads and uploads data from electric and water meter reading devices and software; receives, reviews and enters utility meter readings; determines that all accounts have current readings; evaluates readings to determine misreads and consumption irregularities; prepares re-read list; runs program to calculate fees for billing; prepares utility bills for mailing; prints billing notices; enters new and replacement meter information to assure timeliness and accuracy of meter reading equipment; enters period meter reading adjustments into accounts.

Operates computer to create, update and maintain changes in utility accounts; 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; verifies account information through public works personnel.

Generates various computer reports and balances (before and after billing for 2 monthly billing cycles); runs delinquent registers; enters work orders, credit or debit adjustments, and various work batches as needed to update utility accounts; prepares end-of-month updates showing utility accounts and balances; prepares new files.

Follows established procedures for tracking and documenting new home and commercial building reports; assigns account numbers to plats, homes and commercial buildings; sets up accounts with proper locations and addresses and services; assigns routes and equipment reading settings; terminates accounts as needed; establishes temporary electric meters, hydrant meters and HOA meters; ensures accuracy of account information matching with permits, occupancy permits, etc.; reviews accounts for accurate readings and billings.

Collects, receipts and posts payments for utility billings, licenses, fines, fees, tickets and related city services; follows established processes and procedures based upon department policies.

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

Responds to issues, questions and problems posed by customers, in person and over the telephone and email; provides general information based upon policy and past practice; apprises customers and builders regarding starting and stopping services and requirements; directs telephone traffic to appropriate departments.

Performs various regular and periodic duties related to specific utility programs, services and functions including monthly water, sewer, garbage, pressurized irrigation, storm drain and electric, billings; meter read call-ins, new homeowner account policies, replacement meters, etc.

Daily functions include processing customer applications, generating service orders, terminating builder accounts, setting up homeowner accounts; entering account readings, preparing meter reading equipment with reading details, uploading reading results, reviewing levels of consumption, generating reports, processing account change.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school.

AND

B. Four (4) years of responsible experience related to above duties;

OR

C. An equivalent combination of education or experience.

2. Knowledge, Skills, and Abilities:

Considerable knowledge of general office maintenance and practices; utility billing and collection procedures and processes; operation of computer terminal in utilizing various software programs including Caselle, Express 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 in utilizing various software programs 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. Special Qualifications:

Must be able to demonstrate keyboard skills, with accuracy.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. 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)