

Utility Billing Clerk

Department: Utility Billing
Reports to: Utility Billing Supervisor
Pay Range: \$17.45-\$18.54
FLSA Status: Non-Exempt

JOB SUMMARY

Provides a wide variety of customer service-related activities in support of the City's Utility Billing Department. This position assists customers in establishing and/or updating utility accounts, receives payments for utility bills, collaborates with Supervisor to prepare customer billings and cutoff notices, prepare work orders and coordinate service issues with utility crews, reviews and verifies various reports, responds to citizen inquiries, and performs related work. This position reports directly to the Utility Billing Supervisor with oversight by the Director of Finance.

QUALIFICATIONS

Education and Experience:

- Must be a citizen of the United States or eligible to work in the United States.
- Must have a valid class C driver's license issued by the State of Texas.
- High School Diploma or GED equivalent required.
- Four (4) years previous experience in utility billing, accounting, or related activities, preferably in a municipal setting.

Knowledge, Skills, and Abilities:

- Knowledge of procedures related to utility services, managing customer accounts, and billing processes.
- Cash handling experience and familiarity in reconciling accounts for daily deposits.
- Ability to communicate clearly and concisely, both verbally and in writing.
- Effective time management and ability to prioritize tasks.
- Ability to maintain cheerful outlook and provide excellent customer service to all patrons.
- Strong interpersonal skills and ability to work well with other members of the team.
- High attention to detail.
- Initiative-taking problem solver.
- Solid organization skills.
- Ability to operate common office equipment including computers and printers.

ESSENTIAL JOB FUNCTIONS

- Provide a wide variety of customer services related to the utility accounts and billing functions of the city; work with customers in establishing and administering accounts for utility services; enter, revise, end, transfer and maintain accounts with the master billing system.
- Explain city policies and procedures related to utility services and billing procedures to

- customers; establish new account numbers; receive and verify data about customer and accounts; receive customer payments; provide front counter support as needed.
- Prepare delinquent account notices; distribute notices and follow up on disposition of accounts; maintain records of payments; generate cut-off notices as appropriate.
 - Prepare work orders related to customer requests, including to install new meters, cut-off service, check meter accuracy, and investigate other customer service problems; work with personnel from other departments and units to address customer issues; record and follow-up on customer service requests to verify resolution.
 - Receive and process temporary service requests; set up work order to establish service; collect payments from customers and maintain records of service.
 - Administer utility billing process; generate billings; check, edit and verify billing register; save billing record to tape; update journals and other record systems for each cycle; compile, input and analyze data for billing activities; implement account adjustments as appropriate.
 - Generate end of the month reports for customer accounts; develop and generate other related activity reports within utility billing area, including such things as customers lists and street addresses; review and verify activity reports.
 - Reconcile refuse accounts, comparing City records with service provider invoice, identify issues and reconcile with service provider. Track status of updates and ensure completion.
 - Balance cash drawers. Prepare bank deposits; process deposits, prepare forms, return receipts to appropriate department or personnel; forward records of deposits to other staff for inclusion in the daily deposits.
 - Respond to inquiries and direct customers to appropriate department or party as appropriate; open mail and provide back-up in absence of receptionist.
 - Perform additional related duties and responsibilities as required.

PHYSICAL REQUIREMENTS

This position must be able to work indoors in an office environment. Physical requirements include the ability to lift/carry up to twenty-five pounds occasionally, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer and office equipment. Subject to sitting, client/customer contact, standing, walking, vision to monitor, repetitive motion including stooping/kneeling, squatting, bending, and reaching to perform essential functions. Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate computer, and to operate other standardized office equipment, constantly requiring repetitive motions.

WORK ENVIRONMENT

Indoor, climate-controlled environment in assigned facility; exposure to computer screens; elevated levels of public interaction.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.