



UTILITY BILLING TECHNICIAN

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Utility Billing Technician	Effective Date:	February 1, 2020
Working Title:	Utility Billing Technician	Type:	Non-Represented
Department:	Finance	Supervisor:	Finance Director
FLSA Status:	Non-Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Under the supervision of the Finance Director, this position is responsible for a variety of activities associated with the City's billing and cash receipting processes, provides professional and courteous customer service by assisting residential and commercial customers with new water meters, water payments, move-ins, move-outs and delinquent accounts. Maintains customer billing records, generates bills and related reports, prepares adjustments to customer accounts and oversees the collection of delinquent accounts. The incumbent in this position must have a strong analytical aptitude. This position is highly visible to customers and must be able to use effective problem solving skills, especially during conflictive situations. This position also provides customer service support to other departments.

SUPERVISION

Not a supervisory position.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to assigned working hours, and operating a motor vehicle safely and legally while on City business.

50% Billing

Assists with the Utility Billing functions for the City's water and sewer billings, including preparation of calendars for billing cycle and water shut-off process; month end reports; underground utility locates; and all related computer applications.

Ensures that utility bills are generated, including related reports such as misread meters, suspended accounts, summary by rate codes, trial balances, billing registers and postal summaries.

Troubleshoots when problems occur with the billing processes for monthly bills, past dues, closing bills, postal application and phone notification system.

Provides back-up for activation of phone notification system to alert customers of impending shut-off process.

Updates meter data from email to utility billing software, reviews uploaded data for errors, runs reports, sends questionable reads back to field to reread and then re-enters data, and notifies customer of leaks or other issues as necessary.

Serves as the liaison with the utility billing software vendor, phone notification vendor, postal software vendor, meter readers and City of Salem Utility Billing staff.

Sets up new accounts in the utility billing system creating meter set sheets and service orders and prepares them for field staff.

Inputs new rates as required, prepares new rate lists for staff and prepares computer system for sewer consumption changes as required by the City of Salem.

Maintains/updates files on vendors, program information, system development charges, adjustments and customer complaints.

Ensures necessary forms, printed documents, billing statements, door hangers, envelopes, and related items are created and ordered; makes vendor recommendations.

Assists with lien searches for title companies and updates utility liens daily; ensures payments are posted and adjustments are completed.

Provides back-up for direct debit accounts; transfers customer payments to City's account, and issues refunds for overpayment.

Completes the sewer tax roll project, locating past due balances, notifying owners by certified letter and preparing list of property owners to assess charges for addition to tax roll.

25% Customer Service

Responds to inquiries and requests from the public in person, via email, and the phone regarding billing, meter reads, water quality issues, meter sets, possible water leaks, and citywide services; perform research as necessary for customer disputes.

Provides assistance to staff on elevated cases; resolves customer complaints such as credit problems, payment arrangements, high bills and billing adjustments; handles difficult customer calls.

Provides back-up for utility billing reminders, urgent notices and collection of accounts, including NSF accounts.

Prepares adjustments and write-offs and maintains related departmental records.

Assists with the collection of delinquent accounts and arranges payment schedules.

Researches ways to improve processes to benefit customers and the City.

Sorts and distributes in-coming mail and processes out-going mail for all City staff.

25% Additional Duties

Attends meetings and participates in committees as needed.

Evaluates and proposes new equipment and procedures for billing staff.

Completes assigned projects as directed by the Finance Director.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below 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.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee must lift and/or move up to 20 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a computer and various software programs, 10-key calculator, phone, copy and fax machines, and other related tools and equipment.

Safety

Employees must maintain a safe work environment by complying with City and department safety policies and rules and by practicing safety while performing the essential functions of the position. This lead worker position is responsible to actively support safety and loss control measures for the City as a whole and to maintain accountability for safety and loss control issues within the department.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions. Work is also performed in numerous meeting settings in offices, conference rooms, and public spaces. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. Duties include contact with employees and customers in conflict situations.

MINIMUM QUALIFICATIONS

Education & Experience

Associates degree from an accredited college or university in Business or related field and three years progressively responsible experience in a related field, or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements

- Pass background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge

- Basic bookkeeping and math skills, including the ability to add, subtract, multiply, and divide with accuracy.
- Accounting practices sufficient to understand the routine recording and tracking of accounting transactions.
- Policies, procedures, and legal requirements relating to utility billing operations.
- Billing systems, policies, and procedures.
- Collection practices.
- Administrative support procedures and recordkeeping practices.
- Contemporary office practices and procedures.
- Business English composition, grammar, and spelling.
- Filing systems.
- How to work with difficult customers both in person, in writing, and on the telephone.

Skill & Ability

- Communicate effectively both verbally and in writing.
- Communicate tactfully with the public and respond effectively in potentially confrontational situations.
- Resolve problems and/or complaints diplomatically and courteously.
- Exercise initiative and judgment in prioritizing, implementing and completing tasks and responsibilities.
- Exercise sound judgment to solve problems in stressful situations.
- Work effectively with co-workers, city employees, public agencies, and the public.
- Perform a variety of technical clerical functions in an office environment.
- Perform basic cash handling procedures.
- Operate Microsoft Word and Excel at an intermediate level.
- Operate financial or utility billing database.
- Operate standard office equipment, including calculator, 10-key adding machine and keyboard by touch; operate a computer to enter, update, and retrieve information.
- Post and balance receivable accounts.
- Apply established principles to various bookkeeping problems.
- Learn and interpret governing laws, codes, and regulations.
- Accurately prepare and review routine reports, perform numerical computations, and enter data.
- Perform ad hoc queries and data analysis.
- Organize, file, and retrieve materials and documents.

Licenses, Certifications & Other Requirements

- Bi-lingual skills desired.