
UTILITY BILLING SPECIALIST JOB DESCRIPTION

Position Title: Utility Billing Specialist

FLSA Classification: Non-Exempt

Salary Grade: Salary Grade 10

Reports To: Assistant Finance Director

Data Reviewed/Revised: October 1, 2021

Basic Function

Under the direction of the Assistant Finance Director, prepare, process and maintain City utility billings for water, sewer, sanitation, and street light; prepare and maintain records and process final bills, refunds, past due notices, turn off notices, and collection accounts; receive and process payments and maintain associated records and reports according to established guidelines; maintain, import and export files for Online and Sanitation over service and compactor transactions; maintain, import and export files to the National Postal Database for mailing certification; assist with the coordination of duties and training of assigned staff.

Distinguishing Characteristics

The Utility Billing Specialist incumbents perform more specialized accounting work typically in support of a department's budgeting, fee collection, purchasing, and other accounting related activities. The Utility Billing Specialist receives and processes payments and maintains records and reports according to established guidelines.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

The incumbent shall work well under pressure; meeting multiple and sometimes competing deadlines.

The incumbent shall maintain composure in a variety of settings while managing customer requests.

The incumbent shall at all times demonstrate cooperative behavior with colleagues, supervisors, and members of the public.

Assist with the coordination of duties and training of assigned staff.

Prepare, process, and maintain City utility billings for all water, sewer, sanitation and street lights; maintain complete set of financial records for all assigned utility accounts; assure accuracy of assigned accounts.

Assemble, verify and prepare documentation for billings, past due notices, turn off notices, name and address changes, additions and changes in service level, change of ownership,

change of tenant, request for water turn-on and off, meter re-checks, journal vouchers; maintain master files of billings; maintain a listing of duplicate billings to tenants/owners.

Serve as back up for Deposit functions – processing cash and cash equivalent payments and preparing the daily bank deposit.

Assemble and assist with verifying and preparing daily files to import and export the file for On-line payment and Sanitation over service and compactors billing processing.

Assist with the development and coordination of audit processes with the water department staff to ensure accounts are coded correctly for billing.

Assist with the development and coordination of audit processes with Latah Sanitation to ensure accounts are billed correctly for sanitation.

Contact businesses, individuals and property management regarding past due utility accounts; maintain files of communication.

Maintain files for past due notices; input accounts to generate red-tag turn off reports and process notices for delivery; turn off delinquent water accounts.

Assist with the preparation to process accounts for collection; compose and type reports, forms and correspondence pertaining to these accounts; maintain all records and files for documents.

Assist other department staff members as necessary to assure timely and efficient operations that utility bills are generated accurately and mailed on time.

Answer phones and greet the public to provide billing information, handouts and assistance; direct calls and customers to appropriate department or individual; answer questions and respond to complaints relating to billing questions, utility fees, services, codes, regulations and City policies; provide utility assessments to bank, title companies and realtors; communicate effectively with customers.

Assist or may start up, close out and balance cashiering accounting system daily; receive and process utility payments; edit and balance utility cash daily; balance revenues, balance to the general ledger monthly.

Provide assistance to the Sanitation Manager to manage the EnCore system, including account adjustments, reconciliation and communication with Latah Sanitation Inc., and customer requests for service changes.

Maintain receivables for sanitation services billings and security deposits for sanitation accounts, managing daily activity report and other miscellaneous charges, including roll-off container services.

Maintain accounts for sanitation services billing files, including compactor services.

Serve as backup for City accounts payable functions - processing requests for payments and travel reimbursements.

Assist with customer service duties at the front counter; possess department knowledge for answering switchboard, processing incoming and outgoing utility billing mail; process various types of payments; balance daily cashiering system, disburse petty cash.

Operate a variety of office machines including a computer, printer, calculator, typewriter, copier, cash register and other office equipment as assigned.

Supervisory Functions

None

Education and Experience

Graduation from high school or GED

Any combination equivalent to two (2) years clerical accounting and courses in bookkeeping or accounting.

Licenses and Certifications

Valid Driver's License

Competencies

Modern office practices, procedures and equipment

Record-keeping techniques

Proficient in MS Word and Excel

Oral and written communication skills

Correct English usage, grammar, spelling, punctuation and vocabulary

Interpersonal skills using tact, patience and courtesy

Telephone techniques and etiquette

City organization, operations, policies and objectives

Principles and practices of accounting

Municipal accounting system procedures

Prepare, process and maintain billings for water, sewer and sanitation and street light

Prepare and follow-up on collection accounts.

Understand and follow oral and written directions

Meet schedules and time lines with many interruptions

Maintain records and prepare reports

Communicate effectively both orally and in writing

Provide customer service in person, by telephone and internet

Operate a variety of office equipment including a personal computer, calculator typewriter, copy machine, cash register FAX machine and postage meter

Ability to work independently and cooperatively in a team environment

Input data on a computer at an acceptable rate of speed

Analyze situations accurately and adopt effective course of action

Read, interpret and apply rules, regulations, policies and procedures pertaining to water, sewer and sanitation and street light

Make complex calculations quickly and accurately

Plan and prioritize work

Maintain confidentiality of records and information

Software

Microsoft Word

Microsoft Excel

Microsoft Outlook

Financial Software

Work Environment

Office setting

Subject to considerable distraction and noise from constant interruptions and office activities.

Extensive interaction with the public, including individuals that may be rude or discourteous.

Physical Demands

Sitting and viewing a computer monitor for extended periods of time

Dexterity of hands and fingers to operate a typewriter and computer keyboard.

Reaching overhead, above the shoulders and horizontally

Bending at the waist

Lifting objects weighing up to twenty (20) pounds.

Hearing and speaking to exchange information.

Travel

None

Affirmative Action/EEO statement

The City has an equal employment opportunity policy. The City will not discriminate against an applicant for employment, which includes discrimination on the basis of race, color, gender, religion, sex (including pregnancy), national origin, physical or mental disability, age, marital or familial status, sexual orientation, and gender expression or identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.