

POSITION DESCRIPTION

Class Title: Billing Representative

EEOC: Office and Clerical

FLSA: Non Exempt

Summary of Position

This is a full time position responsible for accurate and timely processing of water bills, as well as independently and proactively identifying and troubleshooting problems and customer concerns. This position performs the utility billing functions as well as playing a key role in customer service, including dealing with difficult customer inquiries. Maintains all meter and utility account records and processes work orders. Perform routine and complex clerical, administrative, and data entry work in the billing of utility and other public services. This position requires strong analysis and attention to detail. This position may require overtime.

Organizational Relationships

1. Reports to: Office Supervisor
2. Directs: This is a non-supervisory position
3. Other: Has frequent contact with customers
4. Pay: Commensurate with Experience

Qualifications

Must be able to operate a 10-key calculator. Experience in utility billing and a general knowledge of basic bookkeeping and/or accounting procedures is preferred. Must have telephone listening and answering skills, and ability to deal with the public. Must have basic Microsoft Excel, Word and computer software operation knowledge. Excellent interpersonal, organizational, written and verbal communication skills. Ability to work with frequent interruptions and changes in priorities. Skill in handling multiple tasks and prioritizing along with other duties as assigned.

Duties, Functions and Responsibilities

1. Accept utility bill payments over the phone as well as walk customers through on-line registration for auto-payments.
2. Assembles, prepares, calculates, and adjust monthly utility bills. Process penalties on past due accounts. Assemble and mail disconnection notices. Review bills for correctness and accuracy and re-figure bills which have been issued to customers improperly. Create and implement customer payment plans.
3. Oversee accuracy of meter readings and directs rereading of meters to field personnel when there appears to be an inconsistency.
4. Work with customers reporting a leak repaired and requesting a recalculation of monthly billing for an Unintentional Water Loss Adjustment.

4. Receive telephone calls and customer visits concerning utility billings or services; handles questions and matters of a more technical nature; respond to customer complaints.
5. Auditing utility accounts, researching usage, determining average consumption, verifying rates, problem solving, and investigating anomalies for possible causes and resolutions. Conducts account maintenance to ensure database information is as current as possible.
6. Processing monthly, annual, or as needed billing reports as required and requested by management.

Peripheral Duties

Process work orders for utility disconnects, reconnections, new orders, and other public works service request.

Process meter reading data upload, prepare and mail monthly utility bills, maintain current customer account files, assist in reconciling utility billing activity with the general ledger. Answer telephone, write work orders, help with permits upon request, wait on customers when requested, and all other office functions as requested.

Tools and Equipment Used

Billing system software, 10-key calculator, telephone system, copy and machine.

Physical Demands

The physical demands described here 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.

While performing the duties of this job, the employee is frequently required to listen, sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low to moderate.