



# UTILITY BILLING CLERK

## 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.*

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|-----------------------|----------------------------------|------------------------|------------------|
| <b>Class Title:</b>   | Utility Billing Clerk            | <b>Effective Date:</b> | December 1, 2019 |
| <b>Working Title:</b> | Customer Service / Billing Clerk | <b>Type:</b>           | Non-Represented  |
| <b>Department:</b>    | Finance                          | <b>Supervisor:</b>     | Finance Director |
| <b>FLSA Status:</b>   | Non-Exempt                       | <b>Supervises:</b>     | None             |

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### CLASSIFICATION SUMMARY

Under the supervision of the Finance Director, this position 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. This position maintains a variety of processes associated with the City's utility billing system. 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.

#### **65% Maintains Processes Associated with the City's Utility Billing System**

Responds to inquiries from the public regarding utility service; sets up, maintains and adjusts customer accounts; receives and calculates water/sewer payments; refunds customer overpayments; balances cash drawers and prepares deposits; prepares monthly billings; generates final billings weekly; investigates and resolves customer complaints; updates utility liens on Net Assets website; and processes new meter applications from building contractors.

Verifies reports with computer balance for routes processed; edits printouts for abnormal meter reading and requests field staff follow-up through investigation; processes water turn on and turn offs; investigates outstanding accounts with questionable history; initiates work orders to field staff for special meter reads; and inputs corrections as needed into utility billing system.

Sets up and initiates computer billing process; initiates and processes final and additional billings; enters meter changes from field staff; initiates appropriate adjustment and process billing; and initiates and processes sewer only accounts using predetermined consumption amount into utility billing system.

Reconciles printouts to computer balance, additional and final bills; manually verifies consumption reports; and files hard copy monthly reports in archives.

Works closely with field staff; prepares water turn on and turn off orders for field staff; generates new account sign up; prepares cash receipts for delivery to accounting staff; verifies and processes payments received after hours; daily verifies

payments received; notifies field representative for special reads needed for billing purposes; and coordinates customer complaints with field staff.

Sets up and closes customer water and sewer accounts; responds to customer inquiries regarding when their water meters will be read; makes credit arrangements and notes on the customer account in the utility billing system; provides information on agencies and organizations that offer financial assistance; explains City of Keizer water and sewer rate structure; initiates field inspections when consumption goes up or down for unexplained reason; provides information on leak adjustments and calculations; provides meter box location request by customer; provides information to the customer on water meter size and the policy of changing the size of the water meters; initiates, processes and maintains automatic bill pay; initiates, processes and maintains senior and disabled discount program information; faxes account information as requested by customer; and provides information on meter size, tap size and pressure as requested.

Notes credit arrangements, customer discussions and credit history on a message screen in the utility billing system; initiates and processes journal vouchers documenting amount of the adjustment; initiates and processes duplicate bills; documents and reports uncollectible accounts to a collection agency; initiates and processes paperwork for bankruptcies and notes information on customer account in utility billing system; notifies all other city departments of bankruptcies; accesses Marion County Tax Assessor files for owner information; initiates and processes billings for NSF checks and other charges; sets up new water and sewer account information; accurately inputs information on all meter changes into utility billing system; sends letters to customers as appropriate; provides water rate comparisons and other water and sewer related information in spreadsheet form to finance and other departments upon request; and coordinates with Springbrook and City's I.T. staff on computer issues and concerns.

Maintains direct debit accounts; transfers customer payments to City's account, and issues refunds for overpayment.

#### **25% Provides Customer Service to Public**

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Responds to inquiries and requests from the public in person or on the phone regarding billing, meter reads, water quality issues, meter sets, and city wide services. Performs research as necessary for customer disputes.

Receives payments through mail, over telephone, in person and processes receipts.

Resolves customer complaints such as credit problems, payment arrangements, high bills and billing adjustments, including difficult customers, through mail, over telephone and in person.

Responsible for utility billing reminders, urgent notices and collection of accounts, including non-sufficient funds (NSF) accounts.

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

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

Activates phone notification system to alert customers of impending shut-off process.

#### **10% Provides Customer Service to Other Departments**

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Answers City telephone, routes calls, and provides customer service for all departments.

Serves as back up for Municipal Court (receives and processes payments, resets court dates, and schedules seatbelt/helmet classes).

Receives and codes City receipts.

Processes and maintains files for underground utility locates.

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

Updates forms.

### **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.

## **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, personal interruptions and background noises. Duties include contact with customers in conflict situations.

## **MINIMUM QUALIFICATIONS**

### **Education & Experience**

High School diploma or equivalent, supplemented with course work in accounting or bookkeeping; or two years of responsible experience providing considerable knowledge of basic accounting, billing systems, policies and procedures; 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. Experience with customer service and computers required. Experience with Microsoft Office, database, and spreadsheet applications is desired.

### **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 and on the telephone.

### **Skill & Ability**

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

- Exercise initiative and judgment in prioritizing, implementing, and completing tasks and responsibilities.

**Licenses, Certifications & Other Requirements**

- Bi-lingual skills desired