

September 26, 2018

JOB DESCRIPTION

Job Title: Utility Billing Clerk

Classification: Non-Exempt

Job Summary: Primary job is to perform utility billing activities to include tasks such as recording, maintaining, and updating utility billing information and addresses; preparing hand-held's and processing meter readings into an automated computer system; reviewing reports for completeness and accuracy; printing and mailing bills; receiving, coding, and processing payments into an automated computer system; processing delinquent utility accounts; submit work orders for residents; and maintaining related files.

Performs all duties associated with delinquent accounts in accordance with established guidelines, including: applying penalties, sending out delinquency notices, following up on arrangements made via letter or phone calls.

Performs month-end reports. Maintains deposits received and reimbursed on a monthly basis. Performs communications activities related to areas of responsibility to include tasks such as responding to employee questions, providing information to Administration and department heads, and possibly addressing questions to vendors and other concerned parties.

Minimum Qualifications:

High school degree and a combination of training and experience leading to working knowledge in billing or bookkeeping/accounting. Demonstrated skill in the use of computers, typical office software applications, and some familiarity with automated accounting systems. Ability to learn from specialized on-the-job training to successfully perform in all key areas. Good oral and written communication skills

Preferred Qualifications:

Post-secondary training in accounting and one to two years of utility billing or general accounting experience. Demonstrated knowledge and proficiency in computers, word processing and spreadsheet software, and automated accounting systems.

Working Conditions:

Works in typical office setting sitting for extended periods of time working at computer and desk. Uses fine motor skills and performs repetitive movements and some lifting of objects such as office supplies and files.

Customer Service:

Receive complaints or questions, either by phone, mail, email or in person and follow up until the question is answered or the problem is resolved. Receive applications for service, service agreements and service deposits from new customers.

Commercial Garbage Service:

The City of Oak Ridge North has a contract with Waste Management for garbage service in the City. Residential garbage is billed with water and sewer. Commercial garbage is billed separately on some accounts. This office takes all new orders for commercial garbage service, reports any complaints registered by the customers and handles the billing and collections. Invoices from Waste Management are carefully verified with the information in our billing system before submitting to the City Finance Officer for payment.

Service Orders:

Prepare service orders for new service connections, disconnections, leaks to be investigated and/or repaired and meters to be repaired or replaced.

Billing and Collections:

- Collect payments from customers and record in software program.
 - Process all utility billing information and utility billing cash receipts on a daily basis.
 - Prepare payments for posting and prepare deposit to go to the bank. Post payments and balance prior to releasing the bank deposit.
- Set up accounts in computerized billing system. Accounts must be set up in proper rate table to assure that bills calculate properly.
- Maintain account information on all accounts: name, service address, mailing address, phone numbers, etc.
- Maintain route order numbers, similar to account numbers, so that the accounts can be sorted in the order in which they are read.
- Load accounts into a hand-held device in route order. The meter readers enter the meter readings into the hand-held device on or about the 22nd of each month. The readings are unloaded directly into the billing system.
- Print report with all new readings and a second report which shows high, low or missed readings. This report must be analyzed to determine which meters must be re-read. The readings must be error free prior to closing out the billing cycle.
- Close out billing cycle. All payments, service deposits and adjustments are balanced to the totals maintained in the general ledger by the City Finance Officer.

- Print billing reports relating to billing cycle which is being closed. These reports include, but are not limited to, payment listings, adjustment listing, final bills, sales tax report and month end recap.
- Certify all addresses for proper zip codes and bar coding.
- Prepare disconnection warning letter for customers who have a past due bill. Order disconnections for customers who have not responded to the letter in the specified time.
- Generate new bills, print and prepare bills for mailing on or about the last day of each month.
- Prepare deposit refund checks for customers who have moved out of the City, make necessary adjustments in the customer's accounts and submit the checks for City Manager's approval.
- Send house counts and other information to Waste Management monthly as requested.

Miscellaneous Duties:

- Maintain applicable records according to the Records Schedules approved by the Texas State Library, Local Records Division
- Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
- Prepare City bank deposit at the end of the day as needed.
- Post miscellaneous checks in software program for end of day deposit as needed.
- Assist Permit Department as needed.
- Additional duties and responsibilities as assigned.

