

Utility Billing Coordinator

FLSA Status: Non-Exempt

Created: July 2020

DEFINITION

Under general supervision from the Administrative & Human Resources Supervisor, performs District's water, sewer and snow removal utility billing functions and maintains District's purchase order requests.

DISTINGUISHING CHARACTERISTICS

The Utility Billing Coordinator reports to the Administrative Services Supervisor. This position is responsible for all aspects of water sewer and snow removal billing.

ESSENTIAL FUNCTIONS: *(Performance of these functions is the reason the job exists. Assigned Job tasks/duties are not limited to the essential functions).*

1. Responsible for the daily/monthly billing functions, including posting of checks, credit cards and cash payments received, meter reading, data entry, delinquent account collection and follow-up, disconnection activities, water service turn-on's and turn-off's and research and respond to utility requests by customers.
2. Prepares laptop for radio meter reads, review water consumption for reasonable comparisons, bills customer accounts monthly using utility billing software program; processes customer payments; prepares deposit schedules, reviews adjustments and enter to billing software, prepares billing adjustment schedules, prepares accounts receivable schedules and journal entries to the General Ledger;
3. Receive/ process requests for new accounts including residential, commercial and construction water, coordinating these requests with the Water Operations Supervisor.
4. Maintain, update and examine utility files, logs, meter records and related data or to confer with other personnel to gather facts in resolving the more difficult customer inquiries to re-compute charges and to interpret billing to customers, including meter readings, consumption and time period of usage registered on the meter.
5. Maintain District's inventory control records, issue id tags for new inventory items, record inventory movement or disposition and issue reports for inventory verification and control purposes.
6. Maintain, order and stock all office supplies and ensure agency

compliance with purchasing related laws, regulations, policies and procedures.

7. Responsible for all purchasing functions for the water, wastewater, streets, and administrative departments including assign, receive and process purchase orders for supplies, materials, and equipment for all district departments. Identify inconsistencies or problems with orders, contact vendors to resolve problems, and arrange for delivery or return of goods.
8. Provide quality customer service over the phone and in person including the ability to respond to the public and others in a courteous and respectful manner, and the ability to diffuse customers who may be upset.
9. Daily cash reconciliation and preparation of bank deposits to be picked up by the bank courier service.
10. Performs various administrative support as necessary including scanning and maintenance of permanent files in Laserfiche and perform routine computer files backup and storage to secure data from accidental loss.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge of:

- Basic computer office operations, specifically word processing and spreadsheets and/or database operations. Knowledge of Springbrook Billing systems and Abila
- Basic record keeping and bookkeeping principles and practices.
- Correct English usage including spelling, grammar, and punctuation:
- Measures needed to deal effectively with coworkers, public and difficult customers.
- Business office procedures, methods, office and computer equipment.
- Various software applications including Windows XP or above, Office 2007 or above including Excel and Word, Laserfiche

Ability to:

- Perform a broad range of clerical tasks involving the use of judgment with accuracy and speed.
- Accurately type at a rate sufficient to perform assigned duties.
- Operate standard office equipment, e.g., fax, copier, calculator, multi-line telephone, 10 key calculator, postage machine and a personal computer with word processing, spreadsheets, and/or databases.
- Organize and maintain accurate files and records.
- Maintain numerical records; perform basic and complex math computations and demonstrate proactive problem-solving skills.
- To read, understand and follow moderately complex written or verbal instructions, and with supervision, to follow up with appropriate analysis

- of situations, data, and documents
- Perform necessary cross training of personnel as needed
- Provide information, both in person and over the phone, consistent with the organizations policies.
- Ability to analyze data and provide recommendations.

Required Certifications and Licenses:

Possession of a valid driver's license or alternate means of travel.

Reports to accountant.

Experience and Training:

A typical way to gain the required knowledge and ability is:

Three (3) to four (4) years progressively responsible /bookkeeping experience involving utility billing, typing, office machine operation, data entry, research, reporting or other office work, and a high school graduation or equivalent; or any equivalent combination of experience and training which provides the knowledge, skills and abilities to perform the work.

Physical and Mental Requirements:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper, occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some bending, reaching, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to communicate via telephone. Light lifting (up to 25 pounds) is occasionally required.

Incompliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request

such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

Working Conditions:

Work is performed under the following conditions.

Position functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

I have read and understand this explanation and job description.

Signature: _____ Date: _____

