

KINGSBURY GENERAL IMPROVEMENT DISTRICT
JOB DESCRIPTION
UTILITY BILLING COORDINATOR

DEFINITION

Under general supervision from the Administrative & Human Resources Supervisor. This position is responsible for all aspects of water, sewer, and snow removal billing functions.

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

- Responsible for the daily/monthly billing functions.
- Posts checks, credit cards and cash payments received.
- Assists with water service turn-ons and turn-offs with the water crew.
- Review water consumption for reasonable comparisons before billing customer accounts using our utility billing software program.
- Download Beacon meter reads and compare them in Springbrook to make sure nothing is out of line and review water consumption for reasonable comparisons.
- Bill Customer accounts monthly using a utility billing software program after a thorough review of charges, figure out which may have leaks etc.
- Assist in receiveing/ processing requests for new accounts including residential, commercial and construction water.
- Maintain, update, and examine 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 usage registered on the meter.
- 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.
- Daily cash reconciliation.
- Maintains revenue spreadsheets.
- Assist with Accountant II and Administrative Clerk/Secretary duties when needed.
- Additionally, the position supports the Administration by answering phone calls, receiving and entering utility and miscellaneous payments.
- Implement business processes improvement solutions to achieve operational effectiveness withing the district.
- Changing roles when needed while individuals take vacation such as performing payroll, accounts payable etc. for the accounting department and other areas when needed.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge of:

- Basic office operations, specifically word processing and spreadsheets and/or database operations.
- Expert knowledge of Springbrook Software.
- Knowledgeable of record keeping and bookkeeping principles and practices.
- Correct English usage including spelling, grammar, and punctuation.
- Measures needed to deal effectively with coworkers, the 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, Word, Springbrook etc.
- Proficiency in utilizing spreadsheets and formulas.

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 organization's policies.
- Ability to analyze data and provide recommendations.
- Accurately and efficiently operate a 10-key calculator.
- Ability to analyze numbers and reconcile general ledger accounts.
- Requires the ability to work independently after receiving instructions.

Required Certifications and Licenses:

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

Experience and Training:

Three (3) to four (4) years progressively responsible /bookkeeping experience involving utility billing, learning and improving systems in place, typing, office machine operation, data entry, research, reporting or other office 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 accommodation with the employer.

Regular and consistent punctuality and attendance is required for this position.

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.

Employee's Acknowledgement: I acknowledge that I have read the above job description and have received a copy for my records.

Employee's Signature

Date Signed

