

City of Sweet Home Job Description

Job Title: Utility Billing Specialist 1
Department: Public Works
Reports To: PW Administrative Clerk
FLSA Status: Nonexempt
Union Position: Yes
Prepared By: Public Works Director
Prepared Date: November 2006
Approved By: Public Works Director and Union Local President
Approved Date: November 30, 2006
Reviewed By: Norman Sharp Grant
Reviewed Date: December 6, 2006

SUMMARY

Within the Utility Billing Division of Public Works, performs detailed bookkeeping and accounting duties for the sewer and water accounts, which includes maintenance of accounts receivables, reconciliation of accounts and journal entries, creation of new accounts, and calculation of monthly and quarterly utility bills; acts as the City cashier; and does related work as required.

Typical types of duties include, but are not necessarily limited to: receiving, accounting for and/or safeguarding cash, checks and other valuables as required; operating standard office machines and computers; responding to departmental and public inquiries; and handling telephone and counter traffic in an efficient manner. This position also provides assistance within the office environment as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include, but are not exclusively limited to, the following. Other duties may be assigned.

Be at work on time.

Be available for work.

Give a full day's work.

Respond in a positive manner to directions.

Learn present job as well as new jobs.

Adjust to change.

Get along with others.

Know and follow the rules, policies, practices and procedures of the department.

Be physically and mentally fit for work.

Accepts payments from customers, prepares proper receipt(s) and enters into computer.

Assists with utility billings, PASSPORT Services, peddler's licenses, racquetball court information, etc.

Balances cash register and prepares daily deposit.

Researches and prepares lien searches.

Does filing of various correspondences and other material.

Answers inquiries on the telephone and meets public at the counter area. Directs people to the proper division/department.

Fills out forms and reports including customer requests.

Distribution of office mail and distribute interoffice messages and mail.

Copies data and compiles records and reports.

Tabulates and posts data in record books.

Gives information to customers.

Receives, counts, and pays out cash.

Operates computer terminal to input and retrieve data.

Operates office machines such as typewriter, adding, calculating, and duplicating machines.

Posts late and special meter readings and estimated readings.

Examines meter reading entries for evidence of irregular conditions, such as defective meters or use of service without contract, and prepares forms for corrective actions by others.

Performs other tasks as needed and assigned

AUXILIARY JOB FUNCTIONS: May work with confidential credit information. Engages or directs inquiries, requests, and complaints from the public received by phone or in person. Composes, inputs, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. May act as cashier in receiving a large volumes of payments over the counter involving monthly accounts, bail, licenses, and fees; may maintain general books or accounts according to established departmental accounts classifications. Serves as a member of various city employee committees as assigned

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities and works under the general supervision of the Public Works Administrative Clerk.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Possession of or ability to obtain a valid Oregon driver's license within defined time-frame.

Passing a pre-employment drug test is required.

Ability to work under pressure with frequent interruptions and occasional contact with angry and difficult customers. Possess verifiable working knowledge of computers and electronic data processing; modern office practices and procedures; and governmental accounting principles and practices.

Verifiable skill in properly operating listed tools and equipment used.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); college coursework in bookkeeping and/or business desirable; and two years of experience in billing/collection, preferably in municipal government.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to make basic mathematical computations rapidly and accurately. Desirable ability to

add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to exercise good judgment, courtesy and tact with the public. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

TOOLS AND EQUIPMENT USED: Personal computer including word processing and spreadsheet software; 10-key Calculator; phone; radio; large-scale printers; and bursting, copy, and fax machines; and other related tools and equipment.

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 stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance. The employee must occasionally lift and/or move up to 20-25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and 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.

Ability to establish and maintain effective working relationships with other employees and the public.