

City of Sweet Home Job Description

Job Title: Utility Billing Specialist 2
Department: Public Works
Reports To: PW Administrative Clerk
FLSA Status: Nonexempt
Union Position: Yes
Prepared By: Public Works Director
Prepared Date: October 2006
Approved By: Public Works Director and Union Local President
Approved Date: November 30, 2006
Reviewed By: *Norman Sharp Guevra*
Reviewed Date: December 6, 2006

SUMMARY

Within the Utility Billing Division of Public Works, performs detailed bookkeeping and accounting duties for municipal utility funds such as: maintains accounts receivables; reconciles accounts and journal entries; creates new accounts; calculates and creates monthly and quarterly utility bills; and provides backup for the UB Specialist 1.

The person filling this position will be expected to perform, at a fully skilled level, a variety of responsible clerical duties to prepare and maintain accounting and other fiscal records and data, allocating cost items to a variety of accounts according to prescribed classifications. 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

It is expected that someone filling this position is capable of, and may be expected to fulfill all the duties and responsibilities within the Utility Billing Specialist 1 classification.

Additional 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.
- Accumulates, calculates, posts, balances, and reconciles data for the utility accounts.
- Prepares utility billing reports and other statistical data as required.
- Creates new accounts and final billings when required on municipal utility accounts. Process and maintain municipal utility accounts, billings and receipts.
- Prepares monthly, quarterly, and annual reports for the utility funds.

Disburses overpayments of municipal utility funds upon approval of vouchers.

Updates and maintains the utility customer accounts by data entry.

Prepares and transfers past due sewer accounts to the County Tax Assessor through established process and/or procedures. Process and maintain assessment accounts, billings and receipts.

Researches and follows collection procedures on unpaid municipal utility accounts according to established procedures.

Prepares, balances, and deposits large sums of cash received by the City on a daily basis; prepares and balances general ledger spreadsheet; examines receipts for accuracy and completeness; and deposits monies into bank. Balances cash register and prepares daily deposit.

Prepares periodic municipal utility, financial, statistical, or operational reports as assigned.

Telephone and counter receptionist, Cashier duties, and may purchase supplies. Assists with utility billing general duties, PASSPORT Services, peddler's licenses, racquetball court information, etc.

Marks accounts with fixed demands, combined bills for more than one meter connection, and those requiring use of constant multipliers to extend meter reading to actual consumption.

Marks accounts for no bill when irregular conditions cannot be resolved before billing date.

Performs additional duties/tasks as assigned.

AUXILIARY JOB FUNCTIONS: Works with confidential credit information. May serve as a backup to related accounting technician positions within Finance Department. Engages or directs inquiries, requests, and complaints from the public received by phone or in person. Provides clerical support to other department staff as required and/or requested. 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 large volumes of payments over the counter involving monthly accounts, 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 but may act as lead worker in the training of utility billing personnel and part-time or temporary staff. 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 a valid Oregon driver's license required.

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 advanced skill in: typing with a minimum of 55 words per minute, 10-key with a minimum of 10,000 key strokes per hour, and other listed tools and/or equipment used.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED) with three terms of college-level accounting courses; and two years of accounting experience with some exposure to computerized billing and general accounting functions. Any satisfactory equivalent combination of experience and training which insures the ability to perform the work may be substituted for the above.

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 difficult mathematical computations rapidly and accurately. 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. 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.