



## Job Description

**Job Title: Utility Billing Clerk**

**Department: Finance**

**Reports To: Utility Billing Supervisor**

**SUMMARY:** Responsible clerical position performing a variety of tasks necessary to insure proper billing and collection for utility services provided by the City. Position requires an in-depth knowledge of departmental operations and a high degree of work accuracy. Work is performed under the direct supervision of the Utility Billing Supervisor. Evaluation of work performance is accomplished by review of results obtained.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** The following are not to be construed as an exclusive or all-inclusive listing of skills and abilities required to perform the job. Management may delegate other responsibilities as required.

- Assists callers and visitors with utility billing issues.
- Process new customer accounts and transfers for customers.
- Receives and processes utility bill payments, utility deposits and other receipts from city departments to appropriate account. Insures payment posting totals are balanced to payment received on a daily basis.
- Process final billing, penalties for late payment accounts and cutoff resolutions.
- Reviews payment arrangement report and cutoff recheck for customers without service restored.
- Process and review leak report from electronic meter reading system.
- Process unpaid final accounts for collection.
- Counts cash drawer daily and provides results to supervisor. Balances and posts daily payments after supervisor review.
- Reviews monthly consumption reports for abnormalities.
- Process customer adjustments as required for supervisors review and approval.
- Maintains office records and files.
- Performs other job-related duties as assigned.

\*\*The City reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

**SUPERVISORY RESPONSIBILITIES:** None.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB**

**FUNCTIONS:** High School Diploma or equivalent. Training or experience in general, clerical and accounting work is required. Six months to one year of specific vocational preparation is required. Must possess typing skills and should demonstrate abilities for problem solving, plus good communication skills, tact and courtesy.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB**

**FUNCTIONS QUALIFICATIONS:** To perform this work successfully and 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.

**PHYSICAL REQUIREMENTS:** Capable of lifting and carrying boxes of computer paper, garbage bags and heavy journals up to 20 lbs. As required, must be able to stand for several hours at a time on a daily basis. As required, must be able to sit for several hours at a time on a daily basis.

**DATA CONCEPTION:** Must be able to operate a computer and calculator.

**INTERPERSONAL COMMUNICATION:** Requires the ability to communicate with people to convey or exchange professional information.

**LANGUAGE ABILITY:** Ability to speak effectively and clearly to converse with customers and other employees.

**REASONING ABILITY:** Duties require the use of sound judgment and the ability to define problems and deal with a variety of variables in work situations.

**MOTOR COORDINATION:** Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving and receiving instructions.

**OTHER SKILLS AND ABILITIES:** Learns to use the equipment with skill and proficiency that pertain to your department's usage.

**WORK ENVIRONMENT:** Work is accomplished in an office setting.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must have a current and valid driver's license. As a possible condition of employment, based on City vehicle insurance requirement, maintain no driving violations on or off the job.

**SAFETY:** Use of property safety gear, procedures and equipment.

**CAREER DEVELOPMENT:** Incumbent is required to stay abreast of City requirements and guidelines to properly function as a Utility Billing Clerk in the Finance Department.

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Employee Acknowledgement

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Date

**JOB DESCRIPTION**

Job Title: Utility Billing Clerk

Supervisor: Utility Billing Supervisor

**Essential Job Functions: Responsible for the performance of varied clerical functions involving the maintenance and proper functioning in support of the City Utility Billing System.**

<b>Positional Tolerances:</b>					
	<b>Never</b>	<b>Occasional 1-33%</b>	<b>Frequent 34-66%</b>	<b>Constant 67-100%</b>	<b>Comments</b>
<b>Sitting</b>			<b>X</b>		
<b>Standing</b>			<b>X</b>		
<b>Walking</b>		<b>X</b>			
<b>Stair Climbing</b>		<b>X</b>			
<b>Ladder Climbing</b>	<b>X</b>				
<b>Repetitive Bending</b>		<b>X</b>			
<b>Sustained Bending</b>		<b>X</b>			
<b>Overhead Reach</b>		<b>X</b>			
<b>Sustained Reach</b>		<b>X</b>			
<b>Repetitive Reach</b>		<b>X</b>			
<b>Squat</b>		<b>X</b>			
<b>Crouch</b>	<b>X</b>				
<b>Crawl</b>	<b>X</b>				
<b>Kneel</b>	<b>X</b>				
<b>Twist</b>	<b>X</b>				
<b>Push/Pull</b>		<b>X</b>			
<b>Balancing</b>		<b>X</b>			

**Circle applicable PDC level of work:      SED LIGHT MEDIUM HEAVY VHEAVY**

Other Required Tolerances not listed above: None

<b>MATERIALS HANDLING</b>					
	<b>Occasional</b>	<b>Frequent</b>	<b>Constant</b>	<b>List Items</b>	
<b>Lift</b>	<b>20 lbs</b>	<b>lbs</b>	<b>lbs</b>	<b>Computer Paper, Garbage Bags</b>	
<b>Carry</b>	<b>20 lbs</b>	<b>lbs</b>	<b>lbs</b>	<b>Computer Paper, Garbage Bags</b>	
<b>Push</b>	<b>20 lbs</b>	<b>lbs</b>	<b>lbs</b>	<b>Computer Paper, Garbage Bags</b>	
<b>Pull</b>	<b>20 lbs</b>	<b>lbs</b>	<b>lbs</b>	<b>Computer Paper, Garbage Bags</b>	

Comments: \_\_\_\_\_  
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\_\_\_\_\_  
 Employee Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Supervisor Signature

\_\_\_\_\_  
 Date