



City of Mary Esther Position Description

Position Title: Utility Billing Clerk

FLSA Status: Non-Exempt

Department: Administrative Services

Salary Range: \$33,077 – 45,557

Position Reports To: Administrative Services Director

Position Directly Supervises: N/A

General Summary of Duties: The position processes utility bills, maintains accounts, and resolves customer disputes. This position is expected to work with considerable independence. Additionally, the position supports the Administrative Services Department by answering phone calls, receipting utility and miscellaneous payments.

Essential Job Functions (the duties listed below are intended to serve as an example of the typical functions performed. They are not exclusive or all-inclusive and will vary with assignments):

1. Greets customers, answers telephones, and directs calls.
2. Creates new utility accounts, sets up billing records, handles complaints and answers customer billing questions.
3. Responsible for using specialized utility billing system, including calculation of bills, preparation of pre-billing estimates, printing and mailing all utility bills, and running and distributing post-billing reports.
4. Updates meter reads, prepares daily list for meter readers, prepares work orders for meter readers, and dispatches Utility Department for routine and emergency repairs.
5. Checks meter readings for any apparent errors and calculates consumption. Refers unusual readings to meter readers for re-reading.
6. Maintains records of malfunctioning or broken meters and repairs made; contacts customers to explain errors and provide notification of repairs.
7. Processes paper and computer work necessary to close customer utility accounts, correct bills, generate final bills, and process customer refunds.
8. Posts penalties on utility billing system; calculates, prints, and prepares shut off notices for delinquent accounts.
9. Maintains customer files for active and inactive customer deposit receipts.
10. Balances daily cash report with the City's general ledger and prepares reports. Receives payments, balances cash drawers and customer payments, and writes receipts for various departments.

Knowledge, Skills, Abilities:

The following KSA's are required:

- Must be able to work well with the general public
- Requires good organizational skills and the ability to work independently and multitask
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures.
- Knowledge of electronic equipment, computer hardware and software.
- Knowledge of principles and processes for providing exceptional customer service.
- Active listening – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Writing – communicating effectively in writing as appropriate for the needs of the audience.

The following KSA's are desired:

- Working knowledge of utility billing, meter reading, water and sewer infrastructure.
- Working knowledge of the organization, functions, activities and legal requirements of a municipal government.

Minimum Education, Qualifications, Certification, Training:

- High School graduate
- General knowledge of office machines and computers
- Working knowledge of record keeping, bookkeeping and accounting policies
- Previous billing experience preferred

Computer Equipment and Software Requirements: Requires a working knowledge of Microsoft Office to include Word and Excel and with a basic understanding of Windows operating system.

Physical Demands/Environmental Conditions: Work is primarily in an office setting with occasional walking, bending, lifting or minimal physical exertion. May be required to investigate or observe situations away from the office and/or outside during inclement weather. Must be capable of functioning in a fast-paced, high-stress environment with multiple priorities and deadlines; and be able to withstand the pressure of demands in an atmosphere of constant change. Must be available to work during all hours and be capable of dealing with all emergencies calmly. Reasonable accommodation will be considered for applicants with physical disabilities.

Typical/Normal Work Hours: Administrative offices are open Monday-Friday 8 AM – 5 PM.

Other:

The City of Mary Esther is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, disability, marital status, family status or sexual orientation in employment or the provision of services.

It is understood that:

- a) Each or every incidental duty connected with operations enumerated or listed in the position description is not and cannot always be specifically described; and employees, at the discretion of the City, may be required to perform duties not listed within their job descriptions.*
- b) This is an at-will position*
- c) The job description does not constitute an employment agreement between the City and employee; and is subject to change by the City as the needs of the City and requirements of the job change.*
- d) The City of Mary Esther operates as a drug-free workplace*
- e) Certain essential City services are required to be maintained in any civil emergency. Depending upon the type of emergency, any and all employees may be activated as essential personnel.*

I have been given a copy of the position description for which I am applying or currently hold, and my signature below indicates my understanding of and agreement to the requirements and responsibilities associated with the position.

Applicant's Printed Name

Signature

Date