



Job Title: Utility Billing/Account Clerk
Department: Finance
FLSA Status: Non-Exempt, Hourly, Full Time
Revised Date: 1/6/21 (Council Approval)

Accountability

Under the direction of the Assistant Administrator/Clerk-Treasurer/Budget & Human Resource/Director

Job Summary

Responsible for the utility billing system, including contracted vendor interaction, utility rate entry, utility system program changes, usage upload, billing, collection, posting, records and reporting, customer interaction, and application and execution of utility Municipal Codes as prescribed by law, policy or departmental accounting regulations.

Essential Job Functions

Performs daily monitoring and trouble-shoots the automated utilities meter reading (AMR) system; prepares, distributes and maintains utility bills, records and reports related to utilities system; prepares refunds; works closely with the contracted vendors for AMR processing; collects utility bills and manages accounts for accuracy; posts entries; prepares monthly statements on outstanding accounts; processes customer utility work orders, customer account payment, questions and complaints; prepares notices for delinquent accounts, disconnect procedures; prepares files and submits accounts for debt collection; prepares lien notices for delinquent accounts; works in tandem with Electric and Water/Wastewater Department personnel in managing utility accounts; year-end reporting and filing; regular and reliable attendance; other duties as assigned.

Additional Duties and Responsibilities

Maintains utility office hard copy and digital files and records; assists as backup and cross-trains in duties of utility office personnel; sorts mail; assists with bank reconciliation duties; performs updates and maintains postage meter; makes recommendations and assists with the promotion of customer service and energy related products and services; assists with, and reviews recommendations related to utility rate amendments; attends meetings and training in and out of town.

Knowledge, Abilities and Skills

Oral and written communication skills to effectively communicate on a daily basis with co-workers, the public, and other departments; working knowledge of bookkeeping and basic office practices; basic math skills; intermediate knowledge and skill in computer applications and spreadsheets; exercises independent judgment concerning issues related to utility system; ability to stand and/or sit for long periods of time; carries, pushes and pulls light equipment and materials; grasps and manipulates objects and materials; walks, climbs, balances, stoops, kneels, reaches, bends, and crouches for varying period of time; operates telephone, typewriter, calculator, base radio, cash register, fax and copy machine daily.

Education and Experience

Graduation from high school or equivalent; course work from a college or university or technical school with emphasis in bookkeeping or accounting; two years of experience with various computer programs and functions; one year experience in bookkeeping, accounting or general office work; one year of experience in customer service; or any equivalent combination of experience and training.

Note: *The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.*