Job Title: Utility Billing Specialist

Department: Finance

Immediate Supervisor: Customer Service Supervisor

Origination Date:	**07/01/2001**
Revision Date:	**07/01/2012**
Job Grade	**806**
FLSA Status	**Non-exempt**

BRIEF DESCRIPTION OF THE JOB:

Performs all financial duties as assigned which could include processing accounts payable, internal service funds, grants accounting, reconciling bank statements, maintaining and monitoring general ledger accounts, providing customer service, preparing all financial operations related to utility billing process and preparing reports for various functional areas in Finance.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Prepares report to state on sales tax collections. Prepares monthly journal entries, calculates data, posts financial data, researches financial discrepancies, corrects data errors, maintains financial records, generates and creates reports to record revenues, adjustments, and receivables.
2	S	Communicates with customers, developers and other City staff to resolve issues and answer inquiries. Works with software support companies to resolve problems. Researches utility account transactions to respond to customer inquiries concerning billings, payments, adjustments and consumptions issues. Performs customer service functions for City employees and departments, vendors, and the public. Provides information and assistance regarding accounting related issues. Researches problems and initiate problem resolution. Assists and trains others with billing, cash receipts, customer service and permit issues. Provides technical assistance and instruction. Recommends improvements for system and procedural and operating effectiveness.
3	S	Balances and updates cash reports for receipts collected to the general ledger.

	Physical Strength Code	ESSENTIAL FUNCTIONS
4	S	Manages utilities functions in the billing system. Implements, defines and maintains system controls and information for file maintenance, customer accounts, utility services, rates, charges, and the billing process. Manages and implements accounting system for delinquent accounts. Sets up and maintains various codes in the utility billing system. Coordinates time schedules for disconnects, non payments turn offs, and meter read with utility personnel. Collects data and prepares reports. Posts calc charges and reviews for accuracy. Generates and transmits monthly bills. Interprets ordinances and procedures and applies them where needed for utility billing. Participates in the development and implementation of new or revised policies, procedures, processes, and computer applications pertaining to utility and customer service operations. Reads, interprets, applies and explains codes, rules, regulations, policies and procedures. Coordinates all aspects of daily billing process.
5	S	Reconciles water, sewer and sanitation receivables and deposits to the General Ledger. Prepares and completes various forms reports, correspondence, journal entries, schedules, ledgers, and spreadsheets for sales and use tax returns, surcharge reports, lead schedules, audit reports, and rate studies. Creates, generates and prepares special reports for billing rate studies and special projects as assigned.
6	S	Provides information and assistance as well as preparing reports and responding to customer and vendor inquiries related to collections, bankruptcies and accounts that were written off.
7	S	Works with Finance staff on the implementation of new billing and customer services processes as well as new or updated software applications, processes and equipment. Demonstrates continuous effort to improve processes.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum three years experience in a related field.
Certifications and Other Requirements	None
Reading	Work requires the ability to read policy, procedures, council actions, and city codes at a college level.
Math	Work requires the ability to perform math calculations, problem solving and analyzing financials at a college level.
Writing	Work requires the ability to write correspondence to internal and external customer and procedures at a college level.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision Making	Moderate - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts may be reviewed prior to being finalized.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities.
Interpersonal / Human Relations Skills	Moderate - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☐ O ☒ F ☐ C	☐ Making presentations ☐ Observing work site ☒ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☐ Calibrating equipment
Walking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ To other departments/offices ☐ Around work site
Lifting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Carrying	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Desk work ☒ Meetings ☐ Driving
Reaching	☐ N ☐ R ☐ O ☒ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Paperwork ☐ Monies
Kneeling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☐ Retrieving items from lower shelves/ground
Crawling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ File drawers ☐ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Stairs ☐ Ladders ☒ Step stools ☐ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☐ Driving ☐ Observing work site
Foot Controls	☒ N ☐ R ☐ O ☐ F ☐ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☒ N ☐ R ☐ O ☐ F ☐ C	☐ On ladders ☐ On equipment ☐ On step stools
Bending	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☐ Making repairs
Crouching	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public ☒ Listening to equipment
Twisting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ From computer to telephone ☐ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public

Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone, fax machine, copier, calculator, label maker.

Computer Equipment and Software:

Personal computer, scanner, printer, label maker, Electronic meter reading interrogators, Lotus Notes, Autoread software (for meter reading), Word, Excel, Impromptu, Navaline-H.T.E., Power Point, Access, iSeries, AS400 TpT-1 Form, Notepad, Accu06, DMS document management writing.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☒	☐	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☒	☐	☐	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☒	☐	☐	☐	☐
Chemical hazards	☒	☐	☐	☐	☐
Electrical hazards	☒	☐	☐	☐	☐
Fire hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☒	☐	☐	☐	☐
Physical danger or abuse	☒	☐	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)_____

Protective Equipment Required:

N/A

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☒ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☐	☐	☒	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☐	☒	☐	☐
Performing Multiple Tasks Simultaneously	☒	☒	☐	☐
Working Closely with Others as Part of a Team	☐	☒	☐	☐
Tedious or Exacting Work	☐	☒	☐	☐
Noisy/Distracting Environment	☐	☒	☐	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture
Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk – uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible

- Support the City's values and mission
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.