

# Utility Billing Clerk

FLSA Status: *Non-Exempt*

## General Definition of Work

Performs work processing, checking and verifying utility billing data, preparing and mailing utility bills, processing customer service requests, assisting customers at counter, and related work as apparent or assigned. Work is performed under the general supervision of the Finance Director.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

Greets and assists customers entering the office to obtain information and/or make payments for various City services and/or programs.

Answers telephone; receives and responds to inquiries regarding accounts, City fees, taxes, utility rates, etc.; provides information or forwards callers to appropriate party for disposition.

Downloads and uploads readings from Radix devices; verifies accuracy of information; analyzes data to identify accounts with low or excessive consumption and refers to utility maintenance department for follow up; edits reports as necessary.

Generates electronic billing file for water, sewer and refuse and submits to third party printer; maintains information for service changes and requests.

Maintains utility deposits; prepares and process deposit refunds through the Accounts Payable Clerk.

Prepares and mails final bills for closed utility accounts; prepares and posts penalties for delinquent utility bills; prepares and mails second notices; generates shut off list for unpaid utility bills.

Receives and posts payments received at the counter and through the mail; sets up new utility accounts; prepares customer accounts for meter readings; prepares file folders and files utility customer information.

Analyzes requests for utility account adjustments and makes recommendations for adjustments to Director of Finance.

Performs utility rate analysis and makes recommendations for City budgeting purposes as requested.

Generates collection notices for delinquent utility accounts; generates and recommends list of accounts for referral to third party collector.

Counts and balances cash drawer; prepares records and deposit information; takes deposit to bank.

Enters data into computer system; prepares and disseminates various reports.

Performs various office assistance tasks as required; types correspondence; assists with processing certified letters or mailings.

Receives and processes incoming and outgoing mail.

## Knowledge, Skills and Abilities

Knowledge of accounting terminology, methods, and procedures; advanced knowledge of standard office procedures, practices and equipment; proficiency in operation of personal computers, associated hardware, software and peripheral equipment; ability to work independently; ability to make decisions and recommendations in a variety of business situations; ability to understand and follow oral and written directions; ability to follow detailed work procedures; ability to post accounts and to perform mathematical computations with speed and accuracy; ability to establish and maintain effective working relationships with associates and the general public.

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## Education and Experience

Associates degree required with coursework in accounting, administrative office technology, or related field and moderate experience in general office and accounting work involving the use of computers, or equivalent combination of education and experience. Bachelor's degree preferred.

## Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires sitting and occasionally requires standing, walking, reaching with hands and arms and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a very quiet location (e.g. park trail, storage or file room).

## Special Requirements

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.