



City of Winder

Job Description: Utility Billing Technician

Department: Utility Billing

Rev 4/12

EEO Function:

Pay Grade: 16

EEO Category: Professional

Status: Non-Exempt

Pay Type: Hourly

Position Number: 1860

I. Chain of Command/ Reports To

Customer Service Manager

II. Job Summary

This position requires knowledge of proper billing processes with a high level of confidentiality and problem solving skills, and the ability to provide accurate, timely, and courteous service under stressful and adverse circumstances. This position performs specialized duties in assisting the Customer Service Manager in meeting division goals by providing professional customer service to Winder Citizens other employees. This position requires extensive public contact responding to escalate customers' questions, problems, and issues with the ability to explain complex processes and procedures. This position also requires extensive knowledge of due process dealing with the job duties listed below.

III. Essential Duties and Functions

- Handles confidential files and materials
- Assists customers with billing questions
- Responsible for timely entry of meter readings
- Administers the utility billing process including generating bills, editing and verifying the meter readings imported; updating penalties and verify the accuracy of the bill
- Sets up meter routes
- Set up and maintains rate codes
- Calculates postage necessary for billing cycle
- Inputs data for utility accounts
- Downloads meter readings into billing software
- Reviews new account applications received to ensure compliance with various utility rate codes
- Responsible for producing the monthly billing calendar and updating the insert schedule
- Coordinates the utility billing cycle by assuring that all accounts are accurate and billed within the same monthly cycle
- Calculates and runs utility bills
- Add meter changes to accounts
- Reviews accounts for abnormal reading, to include zero readings and readings outside of normal averages

- Runs and reviews delinquent account reports
- Performs in-depth research of customer account histories, makes appropriate corrections when necessary
- Adds penalties to accounts
- Processes disconnections
- Calculates average monthly billing adjustments and adds the adjustments to account after they have been approved
- Draft customer's bank and credit card accounts
- Adds NSF fees to accounts and reverses payments
- Creates work orders for meter readers
- Creates re-read sheets for abnormal reads
- Prepares, distributes and maintains a variety of reports, documents, and correspondence
- Assists the Finance Department with resolving billing issues
- Scans all documentations to accounts
- Notes accounts in the billing system
- May work cash draw to process payments as needed
- Performs related duties as assigned

IV. Knowledge, Skills, and Ability:

- Knowledge and Ability to perform excellent customer service
- Knowledge of utility billing procedures
- Knowledge of payment collections
- Advance knowledge of Microsoft Word and Excel
- Ability to evaluate and analyze customer needs to provide exceptional customer service
- Ability to maintain confidentiality
- Ability to perform mathematical calculations quickly and accurately
- Ability to correctly interpret and apply City policies
- Ability to maintain and organize customer's files
- Ability to operate a variety of office equipment (i.e. phones, fax, printers, computer, etc.)
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to proof documents for accuracy and completeness
- Ability to coordinate and conduct complex, multi-phase projects and programs
- Ability to pass drug testing as noted in policy
- Skill in understanding and following oral and/or written instructions
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required

None

VI. Qualifications

- High school graduation or equivalent.
- Five (5) years of progressively responsible experience in customer service, accounts payable or utility billing. Government experience desirable.
- Work evenings, weekends and/or holidays as required.

VII. Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and communicate effectively in writing and verbally. The employee frequently is required to stand, walk, sit for extended periods, and use the computer keyboard and mouse. The employee is occasionally required to stoop, kneel, and crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Occasionally lift and/or move up to 25 pounds.

Hearing: Hear in a normal audio range with or without correction.

VIII. Working Conditions:

This position works in an office environment. While performing essential duties of the job, employees work in an environment under constant deadlines, frequent interruptions and a high degree of contact with the employees and public. This position may be exposed to dust, cleaning fumes, and works around office equipment. The noise level in the work environment may be moderate to loud.

Some travel may be required to maintain training requirements.

IX. Supervisory Controls/Responsibility:

May provide lead work direction and guidance to other employees, providing assistance on assigned projects.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.