

Utility Billing & Customer Service Representative

Reports to: Town Manager

Fair Labor Standards Act (FLSA) Status: Nonexempt

General Statement of Duties

Performs responsible clerical work billing and collecting payments of utility accounts, permit fees, and other town revenue accounts.

Distinguishing Features of the Class

An employee in this class performs clerical work in water and sewer billing and collection, and collection of all other types of town revenues. An employee in this class performs public contact and recordkeeping work related to water and sewer operational and financial records and provides a wide range of information and service to utility customers and the general public in person, or by email, telephone, mail, or other means of communication. Work is performed under the regular supervision of the Finance Director and is evaluated on the basis of achieving annual performance objectives including accuracy of records and the application of defined methods and procedures. This classification is considered non-exempt from the overtime standards of the Fair Labor Standards Act (FLSA).

The following examples are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Illustrative Examples of Work:

- Prepares bills and collects payments for water bills, permit fees, and various user and service fees; records payments.
- Receives payments in person; gives correct change and accurate receipt; and records payment in an on-line mode to the system; receives payments through mail, verifies information against records, collects payment, and produces a receipt; processes online utility payments and utility draft payments.
- Analyzes customer records to apply appropriate utility rates; establishes deposit amounts from written guidelines for new utility users and authorizes deposit refunds.
- Processes water meter applications ensuring town requirements are met.
- Provides information and confers with customers by telephone or in person to provide information about services, take or enter orders, cancel accounts, or obtain details of complaints; resolves complaints pertaining to utility billing procedures; computes and prepares utility bills and adjustments; reviews, audits, analyzes and reconciles customer billing records and makes adjustments as needed using written guidelines.
- Determines nature/urgency of the issue; assist citizens to contact appropriate staff in other town departments for information or assistance with problem.
- Processes daily bank deposits and returned checks; Performs financial transactions including processing or transferring payments, refunding credit amounts or deposits, adjusting charges and deposits.

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- Composes and sends correspondence pertaining to delinquent utility bills; sends eligible amounts to NC Local Government Debt Setoff Clearinghouse for collection
- Prepares second notice on past due utility bills; requests public works staff to cutoff water service for nonpayment.
- Enters all new meters and new service locations into utility billing file.
- Greets visitors either in person or on the phone and assists as needed; handles inquiries from residents regarding garbage, recycling, and water bills.
- Prepares report of collections; includes accounts and fees paid on outstanding collections
- Compiles annual billing data and usage reports for auditors for fiscal year end.
- Makes copies of legal documents and maintains appropriate files.
- Performs related work as required

Knowledge, Skills and Abilities

- Thorough knowledge of general statutes, town ordinances, policies, and procedures
- Comprehensive knowledge of collection procedures for utility bills.
- Knowledge of the concepts and practices of governmental fund accounting
- Knowledge of established bookkeeping and accounting principles and techniques to standard and specialized accounting transactions
- Knowledge of office practices, procedures, and equipment; business arithmetic, English grammar and sentence structure, and filing and record keeping practices
- Knowledge of computers and common software applications including word processing and spreadsheet applications
- Knowledge of effective interpersonal skills sufficient to communicate, both orally and in writing, with others within and outside the organization to which assigned
- Ability to communicate effectively with utility customers both in person and over the telephone; understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances.
- Ability to plan, organize, and prioritize work; ability to prepare and interpret various reports and statements; ability to make arithmetic calculations quickly and accurately.
- Ability to maintain accurate records, and accurately enter data into the computer.
- Ability to establish and maintain effective working relationships with other employees, governmental officials, and the general public.
- Ability to work independently without close supervision and coordinate the work of others
- Ability to use a calculator, personal computer, and other office equipment as required by the position

Physical Requirements

Work in this class is described as being sedentary and seldom requires much physical exertion to complete tasks. Work typically involves the ability to physically perform the basic life operational functions of fingering, grasping, talking, hearing and repetitive motions. Employee regularly operates a variety of machinery and equipment, including telephones, computers, calculators, copiers, facsimile machines, etc. Work necessitates visual acuity to determine the accuracy, neatness, and thoroughness of work assigned in preparing and analyzing figures, accounting,

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transcription, computer terminal viewing, and extensive reading. Working conditions include inside environmental conditions.

Minimum Education, Training, and Experience Required to Perform Essential Job Functions

The minimum education requirement is graduation from high school or GED equivalency. An Associate's Degree in Accounting or Finance is preferred. At least two – three years' experience in a billing and collection function, preferably with a local government; or an equivalent combination of education and experience sufficient to perform the essential duties. Experience with ICS Accounting Software and Utility Cloud Work Order System is preferred. Preference is for those with governmental experience.

Special Requirements

- A valid N.C. Driver License
- Notary Public – be able to obtain within one year of employment