Job Description
Job Code: 557
Range 12

UTILITY BILLING CLERK

DESCRIPTION: Under direct supervision of the Utility Billing Supervisor, maintains the utility billing system(s) for the City by billing customers, collecting payments, providing information on accounts, collections, and bad debt accounts; updating the billing software database; and performs related duties as assigned.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

Updates the computer with sewer/water information to include daily payment processing, adding new sewer/water customers, and changing billing addresses; sends out monthly sewer/water bills to customers; enters water meter usage for residential, commercial, and industrial customers; calculates any necessary adjustments and/or charges; prints statements and bills; prepares monthly bills for mailing; produces monthly reports to track payment history.

Provides customer services answering telephones and directing the caller to the appropriate party; answers and directs incoming calls; assists the public with calls, reminder letters, property liens, small claims, etc.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of proper English, grammar, and spelling.
Knowledge of proper telephone techniques.
Knowledge of the functions performed by the various City departments.
Knowledge of general accounting principles.
Knowledge of the principles and practices of debt collections.
Skill in providing effective customer services to the general public.
Skill in creating and maintaining manual and automated files.
Skill in dealing with the public in a professional and courteous manner.
Skill in maintaining a professional image.
Skill in receiving and receipting cash receipts. (i.e., cash, checks and credit cards)
Skill in using applications software - MicroSoft Office (i.e., Excel, Word, Power Point, etc.)
Skill in data entry.
Skill in typing and 10 key a must

PHYSICAL REQUIREMENTS: This classification is in an office environment requiring mostly sedentary activities for the majority of the workday.

Utility Billing Clerk – (Continued)

MINIMUM REQUIREMENTS: High School Graduate or GED equivalent. The possession of a valid Arizona driver's license, or the ability to obtain upon employment. Bi-Lingual in Spanish desired. Previous experience typing and 10 key.