

POSITION TITLE: UTILITIES BILLING SPECIALIST
DEPARTMENT: PUBLIC UTILITIES
DIVISION: UTILITY BUSINESS OFFICE

**CITY OF
BOWLING GREEN**

REPORTING RELATIONSHIPS

Supervisor Utilities Business Office

POSITION REPORTS TO

DIRECT REPORTS BY TITLE: _____

None

DIRECT: 0

INDIRECT: 0

POSITION FUNCTION

Provides utilities collection and billing services.

JOB RESPONSIBILITIES

- Reviews meter edits, prepares for billing residential, commercial, and industrial customers; calculates PCA, late charges and adjustments
- Sets up payment arrangements with customers; tracks and ensures compliance
- Mails delinquent notices, prepares final notices for delivery and issues orders for shut offs
- Takes payments, posts to customer accounts and balances cash box
- Processes, weighs, stamps, sorts outgoing mail and reconciles postage account
- Processes account transfers and wire transfers and bill payments over internet
- Reconciles Muni-Pal, NCO, and service agency accounts
- Checks meter readings; makes appointments for service personnel
- Assists, advises, and counsels customers who have questions and concerns
- Enters, posts, sorts, files, and completes service shutoffs and connections
- Receives telephone calls from citizens and resolves billing problems. Notifies customers if usage exceeds what is normal and standard.
- Assists Customer Service Representatives (CSR) as necessary and assumes duties of CSR in his/her absence
- Maintains a petty cash account
- Prepares bank deposits
- Performs other related duties as assigned

PHYSICAL REQUIREMENTS

Routine office physical demands -- sitting, talking/hearing and using hands to finger, handle or feel. Vision requirements include close vision and fine focus, and occasionally need to distinguish colors.

REQUIRED SKILL SETS***Occupational/Technical Skills***

Knowledge of word processing, billing and electronic bank transfer software

Knowledge of State agencies and public assistance available for delinquent customers.

Knowledge of collection practices and bankruptcy rules.

Ability to operate meter reader devices, bursting machines, inserter/folder equipment and calculators.

Administrative Skills

Ability to analyze and resolve situations and problems

Ability to organize work, set priorities and meet critical deadlines with a minimum of direction

Ability to set goals and develop strategies and schedules for meeting them

Ability to anticipate problems and develop alternative strategies for goal completion

Ability to use techniques of effective time management

Ability to handle multiple priorities and projects

Ability to process paperwork effectively

Ability to keep clear and accurate records and reports

Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information

Knowledge of filing methods and records management techniques

Knowledge of modern office equipment

Cognitive Skills

Ability to deal with a variety of concrete variables in situations where only limited standardization exists

Ability to identify problems, recognizing symptoms, causes and

alternative solutions

Ability to make timely, sound decisions

Ability to interpret a variety of instructions in written, oral, diagram or schedule form

Ability to interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals

Ability to perform standard business arithmetic, including percentages and decimals

Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities

Communications Skills

Ability to let people know of decisions, changes, and other relevant information in a timely fashion

Ability to speak effectively one-to-one

Ability to demonstrate attention to and convey understanding of the comments or questions of others

Ability to use appropriate style, format, and tone in informal and formal business communications

Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary

Ability to prepare clear and concise reports, correspondence and other written materials

Interpersonal Skills

Ability to use tact and discretion

Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors

Ability to deal courteously and diplomatically with the public

Ability to maintain issue confidentiality

DESCRIPTION OF WORKING CONDITIONS

Service is provided from an office, but requires extensive contact with general public.

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS

High school diploma or equivalent; one to three year's experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.

Completed by Resource Management Strategies, Inc. (RMS) on July 3, 1999. This position Description is based on a Position Analysis Questionnaire (PAQ) completed by the incumbent.