



## JOB DESCRIPTION

Title:	<b>Utility Billing Clerk</b>	Status:	Full-Time
Department	Administration	Pay Grade:	A or B
Reports To:	Finance Director / City Manager	FLSA Status:	Non-Exempt

---

### POSITION SUMMARY

This position is responsible for providing administrative, fiscal, and program support to the City; and provides exemplary customer service to members of the public.

### ESSENTIAL FUNCTIONS

*The following duties are normal for this position. However, they are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may also be required or assigned.*

1. Provides first line customer service to internal and external customers; greets, receives and screens visitors and customers; addresses and resolves customer questions as able and refers complex inquiries, requests, or complaints to appropriate staff.
2. Answering the phone to take messages or redirect calls to appropriate colleagues.
3. Sorts, copies, and distributes a variety of correspondence, deliveries, and mail; opens, logs, and routes office mail; retrieves, delivers, and sends faxes and electronic communications.
4. Composes routine correspondence; proofreads and edits documents; enters, scans, updates, and maintains information in spreadsheets, databases, and reports.
5. Maintains electronic and paper filing and record systems to provide easy access to records and information; provides retention of records as required by the City Recorder.
6. Schedules appointments for department personnel as assigned.
7. Prepares water and sewer billing, including printing and mailing notices.
8. Creates new accounts for customers, including review of information for past bad debts, conducting credit checks, and sets and obtains deposits or other preservice payments required by policy.
9. Communicates with customers on returned checks, bank drafts, and ineligible credit cards. Resolves issues to ensure proper payment is made.
10. Assists customers with past due accounts. Creates payment agreements and balanced budget billing agreements for approval.
11. Performs limited research on customer payments, deposit amounts, cut off list and other data sources in order to properly respond to customer inquiries.
12. Assists customers with termination of service.

13. Advises customers on various billing issues and problems including requesting re-reading of meters when justified.
14. Prepares communication to customers for non-sufficient funds, and returned checks and drafts.
15. Prepares list of accounts for disconnection due to non-payment.
16. Receives and processes payments for water and sewer, licensing fees, permit fees, and cemetery payments. Applies payment to proper account and providing receipt of transaction when necessary.
17. Verifies petty cash receipts for accuracy; balance daily cash intake drawer; resolves discrepancies. Prepares daily deposit.
18. Ensures case management of planning and development applications/files for completion, distribution of application to internal personnel, distribution of communications with applicants and landowners, and preparing and distributing required public notifications.
19. Prepares assigned agendas and attends meetings to record proceedings as needed or as backup/cross training.
20. Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
21. Provides maintenance of City Website as backup/cross training.
22. Other duties as assigned.

#### **MINIMUM REQUIRED QUALIFICATIONS**

- High School Diploma/equivalent and two (2) years of experience with customer service and bookkeeping/account responsibilities.

#### **OTHER REQUIREMENTS**

#### **PREFERRED QUALIFICATIONS**

- Previous work experience with accounting-based software.
- Previous work experience in utility billing.

#### **KNOWLEDGE SKILLS ABILITIES**

- Knowledge of administrative policies and procedures of the City.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Ability to establish and maintain accurate records of assigned activities and operations.
- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; federal, state, and local regulations.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.

- Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
- Ability to perform mathematical calculations required of this position.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
- Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain effective working relationships with individuals within and outside the organization.
- Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, within the provision of Oregon Open Records and other applicable state and federal statutes and regulations.
- Ability to work the allocated hours of the position and respond after hours as needed.

#### **PHYSICAL AND WORK ENVIRONMENT**

*The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- 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 adverse environmental conditions.
- Work is generally in a moderately noisy office setting (e.g. business office, light traffic).

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**EMPLOYEE ACKNOWLEDGMENT**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as the skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary. From time to time, I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description. I understand that this does not constitute an employment agreement.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Printed Name