

TOWN OF STEILACOOM

Incumbent _____

Supervisor Finance Director

Dept. Finance

Job Description

Position Title: Utility Billing Clerk **Date: August 3, 2012**

Basic Function: Responsible for all utility billing functions. Supervises meter readers, has daily contact with customers.

Reports to: Town Administrator

Supervises: Meter Readers

FLSA Status: Non-Exempt

Duties and Responsibilities: *Essential Functions are Underlined* **% Time**

1. Prepares and mails utility bills. 20%
2. Verifies final utility bills and new utility accounts to include signup and sign out of utility customers, refunding deposits, and ensuring accuracy of refund checks. 15%
3. Researches/resolves customer inquiries, adjustments and problems. 10%
4. Updates active and inactive utility accounts. 5%
5. Prepares late penalties, 24-hour, 48-hour notices, shut off notices, and administers delinquency program. 25%
6. Initiates service disconnections and reconnections per Steilacoom Municipal Code. 2%
7. Supervises meter readers. 2%
8. Composes various types of correspondence. 5%
9. Process all NSF checks for utility accounts. 3%
10. Verifies closing bills requested by escrow companies and responds within 48 hours. 3%
11. Ensures meter change outs have been accurately posted to the billing system. 1%
12. Uploads & downloads handheld devices utilized in recording monthly electric/water 2%

readings.

13. Prepares related monthly internal/external reports. 3%
 14. Acts as back up for cashier/receptionist during breaks or vacation days. While working in this capacity may take payments for municipal court. 1%
 15. Inputs utility rate changes based on ordinances passed by Council. 1%
 16. Prepares collection letters for delinquent accounts. (Monthly) 1%
 17. Provides positive and active support of town customers, citizens, and coworkers.
 18. Performs other duties as assigned. 1%
- The duties listed above are illustrations of the types of work that may be performed in the position. Omission of specific statements of duties does not provide an exclusion if the work performed is similar, related, or a logical assignment to the position. The job description may be subject to change by the employer as the needs of the employer and/or requirements of the job change.*

Minimum Qualifications:

1. High school diploma or GED equivalent.
2. Operate 10-key adding machine by touch.
3. Key 40 wpm.
4. One year experience as a billing clerk/customer service representative or related experience.
5. Proficient in Excel and Microsoft Word.

Preferred: Experience working with ASP software.
Prior utility billing experience.

Knowledge, Abilities, and Skills:

1. Ability to communicate clearly, effectively, and tactfully both verbally and in writing.
2. Exhibits proficient computer skills.
3. Ability to work independently and make sound decisions.
4. Ability to organize multiple tasks.
5. Ability to obtain training to update present skills or obtain new skills.
6. Demonstrates/exhibits attention to detail and an aptitude for numbers.
7. Demonstrates/exhibits excellent problem solving and follow through skills.

Physical Requirements:

Ability to maneuver in an office environment. Requires clear oral/written communication to explain job duties/procedures. Manual dexterity sufficient to efficiently operate computers and a variety of office equipment. The incumbent experiences prolonged visual exposure to a computer monitor and is occasionally required to lift/move file boxes

weighing up to 30 pounds. On occasion, the incumbent may travel to worksites to verify meter reads.

Working Conditions:

1. Typical office environment.
2. Occasional work out in the field under various weather conditions to verify reads with meter readers or public works crew.