



JOB DESCRIPTION

CLASS TITLE: Utility Billing Specialist/Bookkeeper

ACCOUNTABLE TO: District Manager

PRIMARY OBJECTIVE OF POSITION: The Utility Billing Specialist/Bookkeeper performs administrative duties, clerical accounting, bill processing, customer service duties, and daily maintenance of customer utility accounts. Employees in this class are expected to perform day-to-day activities independently within established guidelines and procedures under general supervision.

ESSENTIAL KNOWLEDGE/JOB FUNCTIONS:

- Communicate clearly and concisely, both orally and in writing
- Ability to operate a variety of office equipment to include personal computer, telephone, copier, postage machine, and fax machine
- Strong knowledge of standard word processing, spreadsheet, and e-mail software such as Microsoft Office products
- Perform professional general accounting tasks
- Make accurate mathematical, financial, and statistical computations
- Read, analyze, and interpret financial reports
- Perform detail oriented work accurately and to check own work for errors
- Manage multiple work assignments, focus on tasks at hand, manage interruptions, and complete all assignments accurately and in a timely manner
- Knowledge of principles, practices, and methods of public and governmental accounting including GAAP, GASB, and financing, including program budgeting and auditing
- Knowledge of municipal utility billing software is highly desired

MAJOR AREAS OF ACCOUNTABILITY:

- Performs duties of a cashier, involving receipting of monies collected, checks out cash drawer daily, prepares bank deposits, processes checks for signature, check reconciliation and reports
- Provides information to public and to operational personnel
- Prepares invoicing for system development fees, products, and services
- Analyze, post, balance, and reconcile financial data and accounts
- Prepares journal entries and posts to the general ledger; reconciles general ledger accounts and prepares related reports; reviews account balances for accuracy and makes adjusting journal entries as needed; prepares financial statements.

CLASS TITLE: Utility Billing Specialist/Bookkeeper (continued)

- Performs duties involving: establishing, billing, adjusting, auditing, and processing all District water and sewer accounts
- Make billing adjustments; review reports to identify billing errors, review unusual utility account activity (example: high/low usage) and make necessary corrections to billing discrepancies with District Manager approval
- Identify and correct meter reading errors that affect billing
- Prepares and/or updates graphs or Excel spreadsheets in order to maintain, analyze, and track customer data, billing information, and meter reading statistics
- Resolve procedural, operational, and other work-related problems by settling customer disputes regarding back billing and corrections required, by using problem solving skills and procedural knowledge
- Schedules service calls, and assists with customer's service problems
- Create, process and close out service orders
- Sorts, files, and/or distributes incoming mail and products
- Maintain, file and purge District files and documents
- Keep the District Manager informed of any administrative or customer issues
- Perform related duties and responsibilities as required.

SUPERVISION – RESPONSIBILITY FOR WORK OF OTHERS: None

EDUCATION, TRAINING, AND EXPERIENCE:

- Graduation from high school or equivalent.
- An associate degree in accounting, finance, administrative or related field highly desired
- Minimum of two years of experience performing administrative, receptionist, or clerical duties in a setting requiring the implementation of a variety of duties or assignments
- Minimum of two years of experience working as a Utility Billing Clerk, Accountant, or similar type position with finance, accounts billable or accounting experience highly desired
- Experience working in a public utility or local government setting highly desired

EXAMPLES OF PERFORMANCE CRITERIA AND EXPECTATIONS:

- Effectively communicate and interact with customers and to maintain a professional attitude and positive customer experience
- Files records, documents, Board meeting minutes, ordinances and resolutions in an orderly and appropriate manner
- Establishes and maintains governmental fund accounting according to BARS of accounts and GASB
- Prepares all financial reports and submits to Management and Board Members

CLASS TITLE: Utility Billing Specialist/Bookkeeper (continued)

- Prepares water and sewer billing, collection and accounting of funds, maintains customer accounts, and is responsible for the collection of delinquent accounts, accounts payable, and accounts receivable
- Maintains spreadsheets of installed customers, water and sewer rosters and ledgers
- Programs new rate structure and changes as directed
- Establishes and maintains an effective working relationship with fellow employees, the public, and Board members
- Works with Auditors for year-end audit and close out of fiscal year end books after the Audit, including adjusting entries and trial balance tie-outs
- Maintain records and schedules on all Loans and Grants
- Works with District Manager in preparing the Annual Budget and Analysis Report as well as all other reports needed for financial backing
- Counts and reconciles the Bulk Water revenues
- Updates mailing database, prepares mailing labels for direct mailing to customers, sorts, and prepares bulk mailings to customers
- Arranges appointments for customer service
- Performs all assigned, implied, scheduled, and unscheduled other duties as may be required.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

The essential functions of this classification are performed in a controlled-temperature office and requires the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone and operate a computer and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; and intermittently twist to reach equipment or supplies surrounding desk; and frequently lift or carry boxes of files and records weighing up to 20 pounds and occasionally up to 35 pounds, greater with assistance.

This job description is intended to describe the functions and minimum requirements for the performance of this job. It is not to be construed as an exhaustive statement of all duties, responsibilities or requirements. In addition, the District reserves the right to add, change or delete functions of this position at any time. This job description supersedes all previous job descriptions for this position