

## **CITY OF ARCADIA**

### **UTILITY BILLING SPECIALIST**

#### **DEFINITION**

Under general supervision, performs a variety of specialized utility billing duties involving the processing of water service billings and complex customer service functions; coordinates closely with management, administration, and field staff in the execution of duties; performs a wide variety of public assistance, work order processing, clerical accounting activities for utility customers; prepares and reviews billing information, receives and documents payments.

#### **SUPERVISION EXERCISED**

Exercises no supervision.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Provide technical information and instruction regarding applicable procedures and methods; interpret and explain rules and regulations; answer questions and resolve problems or complaints.

Perform customer service for City utility customers involving billing issues, new accounts, cancellations, and automatic debit program; explain, research and analyze account history to resolve billing questions.

Answer customer questions and resolve complaints and problems related to the utility billing process; process appropriate forms/records; post payments to accounts; compute water bills for opening and closing accounts; prepare forms for field and office staff on changes of service.

Receive and process all work orders and applications for water, automatic debit program, and on-line electronic payments.

Open and close accounts; process and maintain accounting records for water service accounts; sort, audit and match utility bills and payment checks.

Assign appropriate account numbers and billing rates for water services; research records to correct errors in billings; make credit adjustments and refunds; maintain related water accounts.

Calculate special bills according to utility rules and regulations and established procedures; assemble information regarding delinquent accounts; make special arrangements for payment of utility billings for hardship cases within specific guidelines or refer to collection agency; perform analyses/audits of data to ensure accuracy of billing; maintain collection process for closed accounts with outstanding balances; assign accounts to collection agency.

Prepare monthly and bi-monthly utility bills and other related bills and notices including final bills, past due notices, 48-hour shut-off warning notices, and shut-offs; process new or cancelled accounts, meter changes, or other similar utility billing activities as required; serve as key liaison with outside billing vendors to ensure that billings are accurate and are processed expeditiously.

Make journal entries for all small credit balances on closed accounts; order all month-end reports and balance water funds.

Prepare monthly reports of key statistical data for Administrative Services and Maintenance Services as required.

Record all outside City water usage.

Prepare and mail application/renewal forms for the utility tax exemption program to residents; gather information and process applications to determine and identify qualified applicants based on established criteria.

Perform a variety of administrative tasks such as composing correspondence to customers utilizing proper English, grammar, spelling and punctuation; prepare bills for mail outs and type a variety of forms and letters accurately.

### **OTHER JOB-RELATED DUTIES**

Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Considerable knowledge of City policies, Utility rules and regulations and procedures involved in the preparation and processing of fiscal records and billing methods.

Methods, practices, and procedures used in financial record keeping and reporting.

Operations, services, and activities of an accounting program.

Principles of training.

Automated financial management systems and computer accounting software programs.

Pertinent Federal, State, and local laws, codes, and regulations.

Modern office practices, methods, and computer equipment.

Methods and techniques of scheduling work assignments.

Principles and practices used in dealing with the public.

Mathematical principles.

**Skill to:**

Operate modern office equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Utilize a variety of word processing, spreadsheet, and software applications, including billing and financial systems.

Resolve customer service problems tactfully and effectively.

**Ability to:**

Effectively coordinate with the work of other department and City personnel.

Cross-train with other office staff within the water section.

Independently perform difficult technical accounting and financial operations work including projects and activities.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, collect, compile, and analyze information and data.

Handle multiple concurrent projects and manage priorities and tasks.

Apply accounting principles to the maintenance of general governmental financial and accounting transactions and audit of financial records.

Perform comparisons of data quickly and accurately.

Accurately tabulate, record, balance, and audit assigned transactions.

Respond to questions from the public and City personnel regarding policies and procedures for assigned area.

Perform mathematical computations quickly and accurately.

Plan and organize work to meet schedules and deadlines.

Prepare and maintain accurate and complete financial records.

Communicate clearly and concisely, both orally and in writing.

Understand and follow verbal and written directions

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Minimum Qualifications:**

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for successful job performance is qualifying. An example would be:

**Experience:**

Two years of clerical accounting or bookkeeping experience which included routine account record keeping, public contact, and the application of policies and procedures in the performance of assigned tasks.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training or college level course work in accounting or a related field.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Effective Date:** February 2022