

## **UTILITY ACCOUNTS SPECIALIST (Part-time)**

### **General Statement of Duties**

Performs financial and public contact work in support of the utility billing and collections, cashiering and deposits, and customer service functions for the Town.

### **Distinguishing Features of the Class**

An employee in this class works at the counter in Town Hall and is responsible for utility billing and collection activities and responding to customer inquiries related to Town services. Main duties include processing monthly utility billing for water, sewer, and garbage for residential and commercial accounts. Work involves establishing and maintaining customer utility accounts; generating and mailing utility bills; creating work orders for meter re-reads and service cut-on/off; handling customer inquiries relating to opening and closing of utility accounts and other billing questions; preparing bank drafts; and posting collections payments to customer accounts. Work is characterized by the multiple detailed procedural steps involved in the work, and the required independent knowledge of the utility billing process and computer application. Work involves heavy public contact functions and coordination with other Town staff and requires the employee to deal with customer concerns and complaints. Work is performed under the general supervision of the Finance Officer and is evaluated through conferences, by reviewing appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

### **Duties and Responsibilities**

#### **Essential Duties and Tasks**

Answers the main telephone line; receives calls regarding water leaks, sewer back-ups, Town information or complaints; responds to call or forwards to appropriate department or official as needed.

Creates utility bills and collects payments; reviews utilities readings, generates billing and proofs and checks information for quality control; performs edits and assures balance of accounts; runs bills and assures bills are mailed to customers.

Answers complaints from citizens, research problems, and answers questions; adjusts bills for leaks, incorrect meter readings, etc.

Updates and establishes new accounts in the computer system; processes security deposits; processes transfer accounts; closes terminated accounts.

Loads meter devices received from meter technician; downloads readings; assigns meter re-checks and re-reads.

Works with customers on high reads; adjusts bills; applies credits to accounts.

Applies penalties to past due accounts; prepares debt set-off letters for delinquent accounts.

Sends staff out to cut service on and off.

Prepares utility billing for all residential and commercial accounts; runs error reports on utility billing; generates and mails bills.

Balances cash drawer daily and prepares bank deposits.

Prepares and maintains appropriate records and files; compiles data and prepares a variety of reports as required.

Processes payments received from other departments such as police department revenue inspection permits, and business licenses.

Operates computer and other standard office equipment.

Distributes incoming and outgoing mail.  
Backs up other staff on tasks as needed.

### **Additional Job Duties Utility Billing Specialist**

Performs related duties as required.  
Recruitment and Selection Guidelines

### **Knowledge, Skills, and Abilities**

Considerable knowledge of generally accepted principles of accounting for the receipt of cash payments.

Considerable knowledge of standard operating practices involved in modern office operation and public service.

Considerable knowledge of computer hardware, software, and their various applications for work supervised.

Working knowledge of local policy and state statutes regarding utility billing, collections, rules and regulations, and utility maintenance.

Conflict management skills

Math skills.

Ability to follow detailed procedures for accomplishing work.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to create and maintain accurate records, reports, and files in support of a cash receipt and utility customer-oriented operation.

Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment.

### **Physical Requirements**

Must be able to physically perform the basic life operational functions of crouching, standing, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift objects.

Must possess the visual acuity to work with data and figures, accounting process, perform visual inspections, operate a computer, and read extensively,

### **Desirable Education and Experience**

Any combination of education and experience equivalent to graduation from high school and some clerical, public contact and accounting experience.