



UTILITY BILLING SPECIALIST

General Statement of Duties

Performs technical fiscal and administrative work in support of the utility billing, collections, and customer service functions.

Distinguishing Features of the Class

An employee in this class performs a variety of routine and complex billing, account maintenance, and customer service work in the Town's utility billing function. Work includes establishing and terminating customer utility accounts; generating bank draft files; monitoring meter reading equipment and processes; downloading meter readings and uploading to billing software; monitoring reports for continuous flow issues; preparing and uploading utility bills to third party vendor for printing; creating the disconnect list; importing daily utility payments; generating work orders for meter installation, re-reads and repairs; communicating with field staff on utility services and work orders; calls customers with high usage; performs collections phone calls and generates collections emails and letters to customers; and handling customer inquiries and complaints regarding billing, accounts, and applications for service; making adjustments as needed; coding accounts payable invoices as needed; and preparing and maintaining a variety of records, files, and reports. Work requires attention to detail, tact and courtesy, and the ability to apply accounting principles to specialized billing transactions. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of records and bills, reports, and feedback from customers.

Duties and Responsibilities

Essential Duties and Tasks

Establishes new customer accounts; ensures proper initial readings are entered to begin account; verifies changes of service and leave service balance of previous customers; establishes, updates, and deletes accounts for temporary development needs; calculates and bills on monthly basis.

Uploads data from meter reading devices; downloads readings into billing system; prints edit list and reviews after initial meter readings are entered; identifies potential misreads and other potential problems; determines which meters require re-reading; requests re-reads for errors; makes adjustments based on re-reads; estimates bills if accurate readings cannot be obtained; uploads file to vendor for mailing to customers.

Creates and processes work order requests for service; prepares and reviews customer utility service disconnection lists; coordinates disconnection with field staff; schedules repairs with field repair staff and/or dispatches urgent service requests to field.

Processes and prepares bills for printing; prints and mails bills; sends delinquent bills; assesses delinquent penalties; authorizes termination of service for non-payment; processes extensions and processes accounts that have been approved for write-off.

Distributes and updates cash collections and adjustments; processes credits; calculates refunds and/or applies to final bill for customers closing accounts.

Monitors the billing cycle and assures that all records are submitted on a timely basis in order to meet established deadlines; runs daily batches and monthly close out reports to update files.

Assists customers with account and billing questions by telephone, email, and in person; responds to questions and information requests regarding new service, due dates, accounts, bills, payments, water leaks, leak adjustment requests, extensions, and other areas of customer concerns; performs inquiry on accounts to resolve customer billing and payment problems; refers others to supervisor.

Prepares and maintains a variety of electronic and tangible records and files; prepares a variety of batch and monthly reports; distributes cash collections and adjustments.

Performs a variety of related administrative duties such as issuing letters of credit, sending invoices for after-hours truck use, processing returned checks and creating temporary construction accounts.

May perform coding of accounts payable invoices for processing as needed.

Additional Job Duties

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of the Town's utility billing policies, procedures, and processes in handling customer service issues and concerns.

Considerable knowledge of the utility billing process and of the computer applications used to produce accurate, timely bills.

Working knowledge of modern office procedures and related office information technology equipment, software, and peripherals.

Working knowledge of the application of information technology to the work and application to collections and account maintenance.

Working knowledge and understanding of the various utility rates and schedules.

Working knowledge of statutes and regulations related to utility billing.

Working knowledge of water meter reading operations.

Skill in the use of information technology equipment and associated software products such as word processing, spreadsheets, and databases, etc. to compile records and generate reports.

Skill in collaborative conflict resolution and customer contact.

Ability to create and maintain accurate records, reports, and files in support of a utility billing and customer service operation.

Ability to communicate effectively in oral and written forms.

Ability to work with information requiring attention to detail and accuracy in data entry.

Ability to explain rules and regulations concerning applications and charges for utilities and water services.

Ability to process and complete necessary records, reports, and other paperwork to provide quick and efficient customer service.

Ability to establish and maintain effective working relationships with supervisors, coworkers, public officials, customers, and the general public.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, lifting, fingering, grasping, pushing and pulling, talking, hearing and repetitive motions.

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

Must possess the visual acuity to prepare and analyze, perform accounting tasks, operate a computer terminal, visually inspect work, and do extensive research and reading.

Desirable Education and Experience

Associate's degree in accounting, business administration or related field and experience in finance or accounting operations and related information technology skills; or an equivalent combination of education and experience.

Hiring range for this position is \$49,800 to \$55,000 DOQ, including a 5% increase following the probationary period. Applications may be obtained at the Town of Dallas Administrative Offices located at 210 N. Holland St., Dallas, NC 28034 or at www.dallasnc.net. Completed applications can be emailed to jobs@dallasnc.net or turned in at the Administrative Offices. Open until filled. EOE

