



City of Dacono Job Description

Job Title: Utility Billing Clerk
Reports To: Finance Officer
FLSA Status: Non-Exempt
Department: Water Department
Location: City of Dacono
Prepared By/Date: Kelly Stroh 02/09/2021

Summary: The Utility Billing Clerk is the main point of contact for visitors and incoming calls with respect to water billing inquiries. This position requires sound understanding of the City utility billing procedures and the rules and regulations per the Dacono Municipal Code. The position also includes other administrative duties to include but not limited to: City reception, providing assistance to and addressing resident/customer inquiries and administrative support to the utility billing function.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Excellent customer service skills; greet, welcome, and direct visitors appropriately. Receive, screen and route incoming phone calls. Respond to inquiries of the general public and City staff regarding utility services, billing processes, and general City information.
- Assists customers with the completion of forms and documents relating to utility billing including; management agreements, payment contracts, automatic payment applications, and email billing.
- Generate monthly billing files and submit to third party vendor for processing. Generate current customer contact information file and submit to third party vendor.
- Perform cashier functions for utility billing using peripheral electronic processing equipment, internet, and specific utility billing software. Inputs and posts to accounts, all payments, and fines associated with utility services. Works with Finance Officer to balance and reconcile the cash receipting system to the City's financial accounting system.
- Assist Public Works with meter reading monthly by uploading and downloading current account information to/from external drive. Monitor consumption and report unusual activity to Public Works for further investigation. Run exception report for leaks and report to Public Works Director and Finance Officer. Initiate water connection/disconnection process including processing work orders, direct call, and installation documents.
- Assist Finance Officer with quarterly leak letters and yearly excess consumption warning and charge letters.
- Assign customer locations/accounts for new housing developments and tracks them in Excel spreadsheet. Processes paperwork associated with new utility connections and reports new certifications to water treatment vendor monthly. Calculates account balances and final bills for title companies and residents on residential and commercial property transfers. Prepare service shut off and delinquency notices for residential and commercial properties.
- Continually maintains all utility billing files and water related files throughout the month. Updates procedure manual as needed.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Ability to use effective interpersonal skills including ability to maintain confidentiality.
- Ability to establish and maintain effective work relationships with other employees and the general public.
- Knowledge of Dacono Municipal Code, policy and procedure in related areas.

- Knowledge of the use and operation of basic office equipment such as personal computer, multi-line phone system, photocopier/scanner, and fax machine.
- Ability to exhibit attention to detail in accuracy of data input.
- Effectively organize/prioritize assigned duties and work within deadlines.
- Ability to work with minimal supervision.
- Ability to multi-task.
- Maintain an exemplary level of attendance and punctuality.
- Maintain a professional demeanor and professional appearance.
- Ability to cross-train in other departments and provide coverage when necessary.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); and three years related experience and/or training; or equivalent combination of education and experience. Prior billing experience is preferred as well as prior office administration support activities. A willingness to pursue ongoing professional development activities.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should be proficient in Microsoft Office Suite, American Data Group-FMS System or equivalent accounting software and American Data Group-UBS System or equivalent database software. Must be able to navigate the internet and use many browser-based sites.

Certificates and Licenses:

No certifications needed.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

Office environment with frequent interruptions from telephone, email, or walk-in customers.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand, walk, reach with hands and arms and stoop, kneel, crouch, or crawl.