

UTILITY BILLING SPECIALIST

General Statement of Duties

Performs difficult administrative and fiscal work performing the utilities billing, collections, and customer service functions.

Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve the generation and mailing of the utility bills; handling customer inquiries relating to utility services, billings and general Town services; preparing and verifying a variety of reports and records; collecting utility bills and other revenues, and coordinating with field services functions. Work is characterized by the multiple detailed procedural steps involved in the work, and the required independent knowledge of the utility billing process and related computer applications. Work involves public contact functions and coordination with other departments within the Town's organizational structure. Considerable tact and courtesy are required in the public contact functions. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Provides general customer service to the public; provides customer service and liaison with other Town staff on issues such as streets, storm drains, light poles, trash carts, and bulk item pickup; works directly with household garbage collection vendor for resolve customer issues; maintains log of addresses that need refuse can replacements.

Takes payments for utility bills; prepares bank deposits; posts revenues to the general ledger; balances collections.

Imports meter data into billing software; enters manual readings; prints and reviews results and identifies potential issues and needs for re-reads; provides list for re-reads to meter readers; enters miscellaneous readings into customer accounts; generates billing information, performs edits, and uploads billing file to vendor for mailing.

Updates bills to customer accounts; closes out billing cycles.

Creates and updates work orders; reconciles and maintains work order files; coordinates with field staff for connection and disconnection of services, meter reading, leak investigations and other customer service issues.

Prepares and sends bank draft file; updates file to customer accounts.

Enters meter readings and meter numbers into accounts as they change; enters customer deposits into system.

Assists customers with billing questions, payments, and moving accounts; takes payments by credit card; updates and maintains customer data base; downloads and imports on-line payments.

Enters payments received by mail into data base; takes credit card payments.

Sets up new accounts with customers; takes deposits; verifies identity; closes out accounts and applies deposits to final bills; works with Town development services staff to create property addresses and contractor accounts for new construction sites; verifies addresses with on-line GIS information; coordinates with contractors to determine that all fees are paid prior to meter installation.

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

Makes leak adjustments; sets up payment plans; identifies delinquent accounts for collection; maintains Debt Setoff and Datamax collection service accounts and posts payments.

Prepares manual billings for temporary cleaning services, town least payments, fire sprinklers and other miscellaneous accounts; compiles information from Carteret County and Duke Energy for proper

billing of some meters read by non-employees.

Prepares and maintains a wide variety of manual and digital records and report.

Additional Job Duties

Backs up other staff as needed.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of local policy, billing and customer service cycles regarding water and sewer services.

Thorough knowledge of the utility billing software application and ability to operate hardware to produce accurate, timely bills.

Working knowledge of state statutes related to utility billing and customer service.

Knowledge of standard operating practices involved in modern office operation and serving the public.

Knowledge of the Town's utility customer services policies and procedures and general Town services and departmental functions.

Some knowledge of paraprofessional accounting principles and practices.

Working knowledge of water meter operations.

Skill in customer service excellence, teamwork and collaborative conflict resolution.

Skill with modern office technology and specialized utility technology.

Skill in accuracy and attention to details.

Ability to deal with the public in a tactful and effective manner and engage in effective problem-solving.

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

Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment at the desired level of speed and accuracy and proof own work.

Ability to make accurate mathematical calculations.

Ability to communicate effectively in oral and written forms.

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

Ability to maintain confidential information.

Ability to organize work for efficient processing, set and follow effective work priorities and meet established deadlines.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, 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, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

Desirable Education and Experience

Graduation from a community college with courses in business or accounting, and experience in a billing operation involving multiple step tasks and use of billing software; or an equivalent combination of education and experience.

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Special Requirement

May require ability to be bonded.

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