

BILLING SPECIALIST- 1431

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs responsible skilled clerical work coordinating utility billing or tax activities; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Preparing and mailing tax or utility bills; processing customer service requests and billings; preparing and maintaining appropriate records and files; answers and directs switchboard calls.

Prepares bills; processes various work orders; enter meter readings;

Runs data; generates billing information; runs edit reports; generates re-read work orders;

Processes finalized accounts and applies deposit to final billing;

Adjusts bills; calculates manual bills; calculates water and sewage usage on industrial customers against industrial use permit;

Inform customers of possible water leaks;

Monitors billing cycle to assure all records are submitted on schedule;

Prepares bank drafts; balances utility deposits and related utility and miscellaneous accounts;

Coordinates activities with other office staff and departments;

Handles special problems with billing cycles; runs cut-off list; adds penalties for delinquent accounts;

Performs miscellaneous billings as required;

Answers and directs switchboard calls;

Performs backup duties of interdepartmental positions such as Customer Service and ACH deposits as required;

Maintain reasonable and predictable attendance;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of billing terminology, methods, procedures and equipment; general knowledge of modern office machines and procedures; general knowledge of the procedures for billing utility services; ability to operate various office machines and computer equipment with accuracy and speed; ability to meet and deal courteously with the public; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and some billing experience.