

POSITION DESCRIPTION
City of Brewer

Class Title: Utility Billing Specialist

Department: Water Department

Date: Monday, June 14, 2021

GENERAL PURPOSE

Performs routine clerical, administrative and data processing work in the billing and collection of utilities and other services

SUPERVISION RECEIVED

Works under the general supervision of the Office manager and Superintendent

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reads computer files or gathers records such as meter readings, invoices, ticket books, payment stubs to compile needed data

Enters information into a computer, computes amounts due, and prepares billing registers and utility bills and associated reports.

Posts transactions to records, such as work sheet, ledger, or computer files

Process work orders for utility connections, reconnections and disconnections, maintain billing records, name changes, and other utility billing files.

Assists in reconciling utility billing activity with general ledger

Receives telephone calls, mail and customers visits concerning utility billing or services; handles questions and matters of a more technical nature; responds to customer complaints.

Accounts for cash received on a daily basis

Pursues collection of delinquent accounts, including assisting in the preparation of final notices and late notices

Responsible for opening the mail and for its appropriate distribution

Composes, edits and types a variety of correspondence, reports, memoranda, and other material requiring judgment as to content accuracy, and completeness.

Responsible for organizing and maintaining selected files for the Department

Available for backup to other City of Brewer positions, as needed

Ability to extend hours as needed to cover office and or provide assistance as needed.

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PERIPHERAL DUTIES

Serves as a member of various employee committees

DESIRED MINIMUM QUALIFICATIONS

- Graduation from high school or GED equivalent with specialized course work in general office practices such as keyboarding and accounting.
- Any equivalent combination of education and work experience

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of computers and electronic data processing as it relates to input of information
- Skill in operating listed tools and equipment
- Ability to perform arithmetic calculations accurately and quickly; ability to communicate effectively verbally and in writing.
- Ability to establish successful working relationship; ability to work under pressure and/or frequent interruptions;
- Ability to work with angry or difficult customers.

SPECIAL REQUIREMENTS

None

TOOLS AND EQUIPMENT USED

Mainframe Computer terminal, personal computer, 10-Key calculator, telephone, fax and copy machines

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand. The employee is occasionally required to walk; talk or hear; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The noise level in the work environment is usually moderately quiet in the office setting.

Approval: _____
Supervisor

Approval: _____
Appointing Authority

Effective Date:

Revision History: