

MAJOR FUNCTIONS

This position involves responsible, detail-oriented technical accounting work focused on ensuring the accuracy and integrity of utility billing data and systems. The primary goal is to support the timely and accurate billing of residential, commercial, and governmental utility customer accounts. Given the extensive use of the City's Customer Information System (CIS), the employee must have a strong working knowledge of the system and its functionalities. The role requires independent judgment in analyzing and resolving utility billing issues, with guidance and support from a technical superior. Work is reviewed both during the bill production process and upon completion for accuracy and compliance with established policies and procedures.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

This position is responsible for reviewing and analyzing reports generated by CIS exceptions and other irregularities. It involves investigating billing related issues, generating and/or completing work orders, and updating or reconciling information in the CIS database. The role includes reviewing meter reading and billing exception reports, obtaining readings, and identifying problems such as faulty or inactive meters and incorrect billing. It also requires making billing adjustments, reissuing bills when necessary, and correcting internal records. Additionally, this position may be responsible for assigning updated account information to ensure accurate billing of unmetered services. The role includes compiling reports upon request and maintaining up-to-date customer account information. Performs related duties as required.

Other Important Duties

Assists with special projects, as needed. May verify and schedule billing and reports to be run in batch. Monitors and maintains sales tax and exemptions. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of accounting systems and utility billing methods and procedures. Strong understanding of modern recordkeeping, bookkeeping, and reporting practices. Proficient in various personal computer software applications, including word processing, spreadsheets, and database management tools. Well-versed in the rules, policies, regulations, and procedures related to analyzing utility account transactions. Excellent knowledge of the principles, practices, procedures, and equipment used in utility account billing.

Demonstrated ability to perform rapid and accurate calculations, maintain detailed records, and generate precise reports. Capable of planning, organizing, and executing tasks independently. Skilled in understanding and following complex oral and written instructions. Strong written communication skills, with the ability to prepare clear and concise reports. Effective interpersonal skills for interacting with utility customers, as well as staff across other departments.

Minimum Training and Experience

Possession of an associate's degree in business and one year of utility billing, utility customer service or accounting systems experience; or possession of a high school diploma or an equivalent recognized certificate and three years of utility related systems, utility customer service or accounting systems experience.

Necessary Special Requirement

Must possess a valid Class E state driver's license at the time of appointment

Individuals in this classification are considered essential during emergencies and storm events. They must be available to work extended shifts (12 hours or longer) for prolonged periods and may need to remain away from their families during the duration of the emergency event.

Established: 05-12-98

Revised: 11-12-03

08-10-09*

04-10-25