

Job Description

Job Title: Utilities Billing Clerk/Accounting Clerk

Department: Finance

Supervisor: Finance Director

FLSA Status: Non-Exempt

Summary: This position is responsible for performing utility billing and accounting duties for the Finance Department.

Essential Duties and Responsibilities include the following.

- Provide excellent customer service including processing payments, changes in services, answering service and rate questions, and responding to complaints and special requests.
- Computes all charges for utility services, prints and mail bills.
- Set up new customer accounts.
- Set-up handheld meter readers and import readings to billing software.
- Examines meter reading entries for evidence of irregular conditions, such as defective meters or use of service without contract, and prepares forms for corrective actions by others.
- Coordinate with public works routinely regarding meter readings, disconnects, connects, and various other functions.
- Process customer payments and post to accounting software.
- Prepare daily deposit and balance to accounting software.
- Maintain various spreadsheets for audit and reporting purposes.
- Process refunds for overpayments and deposits.
- Perform collection efforts including reminders, collection letters and working with a collection agency.
- Answers phones and assists walk-in and drive-up customers.
- Backup payroll and accounts payable clerks as needed.
- Other duties may be assigned.

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

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service ; responds to requests for service and assistance; meets commitments. Shows respect and sensitivity for cultural differences. Exhibits tact and consideration.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively. Demonstrates accuracy and thoroughness. Completes work in timely manner. Uses time efficiently. Ability to multi-task and work effectively through frequent interruptions. Asks for and offers help when needed.

Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Communications - Expresses ideas and thoughts verbally and in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions. Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Ethics - Treats people with respect; keeps commitments; works with integrity and principles.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions ; uses equipment and materials properly. Follows all policies and procedures.

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 and/or Experience: Associate's degree or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills : Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Springbrook Accounting software; Microsoft Excel and Microsoft Word.

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 sit and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; use hands to finger, handle, or feel and reach with hands and arms. 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, peripheral vision and 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.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.