



TOWN OF CAVE CREEK

JOB ANNOUNCEMENT

POSITION DESCRIPTION

POSITION: Utility Billing Specialist

OPENS: November 13, 2017

SALARY: \$17-\$20/Hour DOE

CLOSES: Open Until Filled

INCUMBENT: Yes

FLSA: Non-Exempt

DEPARTMENT: Utilities

REPORTS TO: Finance Director

POSITION PURPOSE

Under the direction of the Finance Director and/or Lead Utility Billing Specialist carries out all monthly utility billing and related functions, including bill preparation, payment processing and customer service.

ESSENTIAL FUNCTIONS AND ABILITIES

The Utility Billing Specialist must have strong interpersonal and customer service skills. He/She must have a strong working knowledge of water and sewer billing procedures, as well as a familiarity with general water system operations. These skills are critical in order to provide excellent customer service with minimal oversight necessary. This individual will have a "can do" attitude with a demonstrated track record of achievement. Strong computer skills, including the use of the Microsoft Office Suite and current Town utility billing software (Caselle) are preferred.

The Utility Billing Specialist works closely with the Lead Utility Billing Specialist and field staff to facilitate meter reading, customer work orders, and the preparation of utility bills. In general, the Utility Billing Specialist serves approximately 4335 active customers on a monthly basis.

The following are the types of typical job duties for this position:

- Responsible for handling and processing customer calls.
- Research department information for the nearest water connections and provide preliminary information requiring a new main line extension or meter connections to an existing line and the fees required.
- At all times during the day, receive walk in customers and phone calls regarding service problems, issue work orders to technicians to correct or check out any service problems, accept phone payments, receive walk in payments, answer questions regarding service, cost of water service, etc.; . Enter completion of work orders in computer system.
- Requests for new or transfer of water service, and discontinuing service of existing customers
- Prepare work orders and meter change out forms. Prepare and send out all notices regarding past due accounts and notices of disconnect.
- Produce the shut off list for each area (CC/CF and DHW) for the field technicians once a month.
- Enter new customers into the Caselle Software Billing System

- Prepare all final billings for customers.
- Update the accounting system of any changes in meters or electronic readers.
- Prepare all Hydrant Meter Billings, Tie-in Meter Billings and Standpipe Billings.
- Prepare all check requests for refunds due customers for security deposits and or overpayments on closed accounts. Post refund checks to customer accounts to clear off the deposits.
- Prepare the hand held electronic readers or read sheets manual read meters for the field technicians, and download or manually enter reads for preparing the billing.
- Use functions of billing software to prepare Exception Reports prior to the billing verify any unusual usage and prepare meter re-read list for field technicians to verify any questionable reads. Contact customers regarding usage as needed.
- Update computer system for automatic payment updates.
- Update the general ledger and advance the software system into the next billing cycle.
- Maintain all the filing for any paperwork produced. Review customer accounts frequently for updated phone numbers, services provided, separation of service areas and any other pertinent information such as taxes and other fees.
- Handle all collection matters, including phone calls and coordination with collection agency.

SUPERVISION - RESPONSIBILITY FOR THE WORK OF OTHERS - None

MINIMUM EDUCATION, TRAINING OR EXPERIENCE

High School diploma is required. A valid class D Driver's License is required. Training and/or strong working knowledge of Microsoft Office and Caselle Utility Billing software preferred.

PHYSICAL DEMANDS OF ESSENTIAL FUNCTIONS

Work Type: Sedentary to light with the need to lift or carry weights up to twenty pounds occasionally.

Walking: Short distances around the office building.

Standing/Sitting: Most of the work will be accomplished in a sitting position.

Stooping/Bending/Reaching: Frequently required.

Vision: Adequate to perform the essential functions.

Hearing/Speech: Must be able to perceive and understand vocal communication and convey information verbally via the telephone and in person.

Eye/Hand/Foot Coordination: Sufficient to operate a variety of office equipment such as a computer, calculator and copier.

Manual Dexterity: Moderate to high in order to produce the volume of work required of the position.

WORK ENVIRONMENT

Work will be accomplished indoors with controlled temperatures. There are no known health hazards due to odors, fumes, dust or infectious diseases. Normal noise may be experienced from office machines and equipment.

USE OF MACHINES, TOOLS AND EQUIPMENT

This position requires frequent use of a personal computer, calculator, telephone, printer, copier, FAX and similar office equipment.

REMARKS

The above position description is intended to describe the duties of an employee in general terms and does not necessarily cover all the duties or potential assignments of the employee although all work will be consistent with the essential job functions.