



## UTILITY BILLING ACCOUNT TECHNICIAN I/II

*Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.*

### **Definition:**

Under supervision, performs a variety of customer service duties including financial transactions, cashiering, record keeping, accounting, and billing for utility services. The Utility Billing Account Technician I/II classifications are flexible classifications which allows for progression from the entry level position to the journey level when the City determines the experience and qualification levels are met.

### **Classification Characteristics:**

Utility Billing Account Technician I: This is the entry level position in this series. At this level, incumbents learn and perform a limited range of the less complex or specialized work tasks, under closer supervision.

Utility Billing Account Technician II: This is the full journey level position in this series. This position performs the full range of clerical and billing customer service duties assigned. The Utility Billing Account Technician II has the ability to resolve customer service problems that require the use of sound independent judgement and is fully aware of operating procedures and policies. This position receives general supervision including occasional instruction or assistance as new or unusual situations arise.

### **Essential Functions:**

- Provides customer service at public counter to receive funds as cashier and to answer basic accounting questions regarding utility bills.
- Responds promptly to customer requests for commercial or residential water service in person or by telephone, to add or terminate service accounts, explains billing practices and rates, process turn-on and turn-off requests and field work orders.
- Interprets or explains policies, procedures, regulations, codes, utility bills and fees, and current programming to the public.
- Maintain records of past due customer accounts; prepare delinquent bill reminders and past due notices; set date for service shut-off for non-payment processes NSF checks and refers delinquent accounts to Billing Supervisor.
- Monitors cash funds, receives monies, makes out receipts, reconciles, and balances accounts or statements, and performs highly technical mathematic computations with a computer terminal, calculator, or manually.
- Maintain a positive, empathetic, and professional attitude toward customers at all times. Acknowledging and resolving customer complaints.
- Ensure customer satisfaction and provide professional customer support.
- Maintain confidentiality of sensitive information.
- Generate service orders and make a record of fieldwork completed; interpret and communicate automated meter reads to the customer.
- Prepare and post accounts, services, comments, and payment data to computerized finance system, process credit card payment requests; enter billing information.

- Prepare and maintain files of correspondence, financial and statistical reports, records, invoices, and other documents.
- Balances cash drawers, verifies and validates daily cash reports for receipts.

**Utility Billing Account Technician I/II Qualifications:**

Knowledge of:

- Basic cashiering skills and clerical accounting principles and practices.
- Modern office procedures, methods, and computer equipment.
- Principles and procedures of fiscal record keeping. Basic mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Good customer services practices.

Ability to:

- Exercise good judgement, flexibility, and sensitivity in response to customer inquiries and complaints.
- Plan and organize work.
- Operate a ten-key adding machine.
- Maintain financial records and files.
- Accurately tabulate, record, and balance assigned transactions.
- Operate a computer terminal and related software and other office equipment.
- Type at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Respond to questions and requests for information.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Level I: Six months of clerical, cashiering, and customer service experience.

Level II: One year of general clerical accounting, cashiering, and customer service experience.

Training:

Equivalent to completion of the twelfth grade.

**Working Conditions:**

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for in person and phone customer service. Vision is required for account entries, memos, letters, invoices, and computer reports. Lift and carry objects weighing up to 25 pounds.