

Job Description: Utility Billing Specialist



Administration

Reports to:

Supervises: None

Full-time

Non-Exempt

GENERAL PURPOSE

The Utility Billing Specialist is responsible for overseeing utility meter reading, maintaining accurate billing information for customers, and assists with the City's customer service functions.

FUNCTIONS AND DUTIES

- Provides clerical support for the assigned department/division.
 - Performs reception functions; answers telephone calls and customer relations.
 - Performs customer service functions; provides information/assistance regarding department/division services, activities, procedures, fees or other issues.
 - Receives moneys in payment of various fees/services; records transactions, issues receipts, and forwards revenues as appropriate.
 - Types, prepares or completes various forms, reports, correspondence, or other documents.
 - Performs basic maintenance of computer system and general office equipment, such as back up data or replacing paper, ink, or toner; coordinates services/repair activities as needed.
 - Communicates effectively and courteously with public and co-workers.
 - Provides analysis for utility rate structures.
 - Handles escalated customer service requests.
 - Manages utility meter readings and calculates utility bills.
 - Performs collections of past due bills.
 - Regularly audits utility accounts.
 - Manages the printing and delivery of utility bills.
 - Works with customers on past due accounts and special rates.
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MINIMUM QUALIFICATIONS

Education:

- High School diploma or GED required.

Experience:

- Two (2) years of related experience.

Knowledge:

- Knowledge of computer skills in operating Microsoft Office Suite
- Knowledge of proper cash handling principles
- Knowledge of basic spreadsheets
- Working understanding of water meters and utilities
- Working understanding of utility management software (Caselle) and utility business reports

Skills/Abilities:

Job Description: Utility Billing Specialist



- Skill in communicating effectively, both orally and in writing.
 - Skill in being well organized.
 - Ability to understand, interpret and apply rules, regulations, policies and procedures.
 - Professional customer service demeanor
 - Conflict resolution skills
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WORKING CONDITIONS

- Working conditions may vary
 - Work is performed in and outside the office
 - Moderate hazardous conditions exist
 - Stressful calls and face to face experiences
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DISCLAIMER

The City of Pleasant Grove is an equal opportunity employer without regard to race, religion, sex, pregnancy, genetic information, age, national origin, color, sexual orientation, gender identity, citizenship, disability, veteran or military status, or any other factor protected by the law. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation.

The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.