



Job Description

Job Title:	Utility Billing Clerk	Job Grade:	Grade 5
Department/Group:	Finance	Exempt Status:	Non-Exempt
Reports To:	Accounting Manager	Date Created:	March 2017

JOB SUMMARY

Intermediate level customer service and accounting position responsible for all aspects of the utility billing process, routine posting or balancing, filing and other bookkeeping operations. Position has intermediate accounting responsibilities such as analyzing consumption and billing reports, processing payments, penalties, adjustments, refunds and managing service accounts, all with great attention to detail. Utility Billing receives revenue for the City and develops, prepares and assists in effective communications to customers and residents.

PRIMARY JOB FUNCTIONS:

- Responsible for customer billing process and account maintenance to ensure proper billing and mailing to residential and commercial properties, including new service accounts, storm water accounts, final billings, various customer account activity/inquiries and certification of delinquent accounts. Has significant contact with the public.
- Process payments, prepares bank deposits & completes electronic transmission to bank and uploads payments (including online payments, ACH, credit card payments, cash & checks). Oversees collection and posting of payments to established individual accounts.
- Monitor and interface meter reading software reports and data with utility software, maintains meter reading software and analyzes program information for high/low consumption and meter errors. Estimates consumption as needed for billing.
- Respond to customer inquiries and mitigates complaints regarding utility billing by resolving or referring corrective action to appropriate maintenance personnel. Arranges special appointments with an effort to resolve and troubleshoot problems.
- Issue meters to plumbers and schedules meter appointments by coordinating with Public Works staff, including MTU installations, meter repairs, activating and disconnecting water service, installation and removal of irrigation meters as well as auditing sprinkling violators.
- Research, analyze and generate utility billing reports for financial analysis and statistical purposes. Review reports for accuracy. Documents and updates written procedures and forms.
- Oversee and coordinate temporary hydrant meter applications, records use, invoicing and refunds with other departments.
- Maintain accurate records of all billing and receipting activities using records retention best practices by organizing files, back-up documents and confidential information, including ACH.
- Analyze and review utility billing processes and accounts for accuracy and efficiency, including consumption, payments, penalties, adjustments, refunds, and certification of delinquent accounts.
- Coordinate with the Engineering Department to monitor the extension of water/sewer service to annexation areas for billing purposes.
- Generate quarterly water usages report as well as run multiple month end and year end reports. Set sewer based on winter cycle consumption. Update rates annually.
- Audit billed services via the account breakdown spreadsheet prior to each billing.
- Record payments and adjustments on the cash flow spreadsheet and audit payment and billing details, including all services and consumption, on the audit spreadsheet.

SECONDARY JOB FUNCTIONS:

- Assists as needed to provide Finance department coverage as well as providing back up to the front desk receptionist.
- Performs other duties and special projects as requested by the Accounting Manager or Finance Director.

- Perform other job related duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

- High school diploma or G.E.D. plus one year of post-secondary course work related to accounting and book keeping.
- Proficiency with personal computer, (MS Windows and MS Office), Internet, meter reading and utility billing software, Excel spreadsheet software and calculator.
- Three years bookkeeping or general accounting experience. Minimum two years in-person customer service experience

Certificates/Licenses Required:

- None.

INTERNAL/EXTERNAL CONTACTS:

Supervisory/Managerial Responsibility:

- Employee reports to and receives direction from the Accounting Manager.

Internal/External Contacts:

- Daily contact with Finance Department and other departmental staff.
- Daily to weekly contact with vendors, building owners, landlords and the public.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Ability to communicate well with the public and city employees.
- Ability to complete tasks assigned in a timely manner.
- Ability to define problems and draw valid conclusions.
- Possesses time management and planning skills.
- Ability to complete job assignments to ascertain in an efficient and effective way to achieve the desired work product.

WORK ENVIRONMENT:

- Duties are performed in a standard office environment.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Sit or stand at a desk for extended periods of time and perform long hours of work at a computer.
- Hear and speak effectively to communicate in person and over the phone with the public, employees, service agencies and others.
- Visual acuity to read computer screens and printed documents for long periods of time.
- Manual dexterity to type on a keyboard and use a computer mouse. Perform manual tasks such as handwriting and searching through documents.
- Office work may include reaching for documents and supplies and repetitive motions such as typing and sorting.
- Lift boxes weighting less than (20) pounds.

EQUIPMENT REQUIRED TO PERFORM JOB:

- Desktop Phone
- Desktop Computer
- Copier machine

ADDITIONAL INFORMATION

- 32 hours part-time Monday-Friday days.
- Hourly range \$21.97-\$26.22 dependent upon qualifications.
- Offers of employment are contingent on successful completion of background investigation.
- Applications will be accepted until noon on July 20, 2017.

HOW TO APPLY

1. Obtain an application from our website: <http://www.cityofpriorlake.com/jobs.php>.
2. Email completed application and any additional information to aschroeder@cityofpriorlake.com or mail to:
City of Prior Lake
Attn: Human Resources
4646 Dakota Street SE
Prior Lake, MN 55372

Non-Discrimination Policy

The City of Prior Lake will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance.