



Accounting Specialist - Utility Billing

Department:	Administrative Services	Pay Grade:	NE-9
Bargaining Unit:	AFSCME Council 2	FLSA Status:	Non-Exempt
Revised Date:	May 18, 2021	Reports To:	Deputy Director Administrative Services

POSITION PURPOSE: Under general supervision, performs skilled technical accounting assistance in assigned area of utility billing; reconciles, audits, and enters various data into financial tracking system; generates and maintains a variety of routine reports related to utility billing; processes and maintains customer utility payments and accounts; assists customers with account inquiries and researches and identifies account issues as needed; may reconcile and balances cash and prepares cash deposits; assists customers at the counter or via phone/email; sends notification for collection of monies for current and delinquent accounts, responding to public and departmental requests; serves as back up to payroll and utility billing functions and performs various clerical functions as assigned.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Receives, processes and receipts customer utility payments from the drop box, PO Box, daily mail, uploaded web payments, and bank remittance payments.
- Establishes and maintains utility billing records, researches, and identifies utility account issues and provides assistance.
- Prepares and mails utility bills to customers for appropriate services.
- Prepares and mails delinquent notices and letters and notifies commercial accounts as needed.
- Dispatches staff for turn-on/off, reread, or related services; prepares related documentation.
- Operates remote radio dispatch equipment.
- Prepares and maintains a variety of files, records and reports related to permits, customers, senior discounts, rates, consumption, and others as assigned.
- Develops annual meter reading schedule, and reviews business licenses for proper coding.
- Prepares and maintains a variety of files, records and reports related to permits, customers, senior discounts, rates, usage, and others as assigned; operates a computer to enter data into appropriate software systems.
- Reviews City ordinance for new annexations and prepares documents for new accounts; collects monies, maintains daily cash drawer, balances cash drawer at the end of the close of the business day and takes deposits to the bank.
- Assists with budget and CAFR preparation.
- Responds to telephone inquiries and assists customers at front counter.
- Coordinates the front counter, signs for, receives and distributes all shipments for departments.
- Refers customers to correct department.

JOB DESCRIPTION

Accounting Specialist – Utility Billing

- Opens and distributes mail for the Finance Department, communicates with various City departments, vendors, and service providers to exchange information and coordinate activities.
- Coordinates with public works personnel regarding customer accounts and related issues.
- Reviews City ordinances for new annexations and prepares documents for new accounts.
- Processes solid waste tax checks, payments for rent and leasehold payments and serves as backup for other accounting specialist functions.

Required Knowledge of:

- Operational characteristics, services, and activities of assigned area responsibility including the following: payroll and benefits, accounts payable/receivable and utility billing.
- Basic accounting and bookkeeping principles and practices.
- Basic office assistant/clerical support principles and practices in area of assignment.
- Computer hardware and automated accounting/financial systems.
- Techniques in data verification and data entry and proper coding of documents.
- Federal, state, city and departmental policies and procedures affecting assigned work.
- Financial record keeping practices.
- Filing systems and document retention.
- Principles of customer service and public relations.
- Research methods and report preparation.
- Basic mathematics principles and practices.
- Effective communication principles and practices including oral and written communication.
- Modern office procedures, methods, and equipment including computers, computer applications such as word processing, spreadsheets, and statistical databases.
- Proper telephone etiquette.
- English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.

Required Skill in:

- Utility billing methods, Eden, and BARS system.
- Providing excellent customer service to customers and visitors in area of assignment.
- Meeting deadlines and working with multiple projects in area of assignment.
- Maintaining and reconciling accounting records and in identifying and reporting discrepancies.
- Preparing a variety of informative reports in area of assignment.
- Performing accurate bookkeeping, computing rapid and accurate mathematical computations, and maintaining associated accounting records.
- Gathering data and verifying information.
- Responding to inquiries or requests from employees, department management, outside agencies and the general public.
- Working with equipment, tools, and materials required in area of assignment.
- Communicating effectively verbally and in writing.
- Utilizing personal computer software programs and other relevant software affecting assigned work and in compiling and preparing spreadsheets.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Communicating effectively verbally and in writing.

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MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma/GED Certification and two years of accounting, bookkeeping, payroll, or related experience that includes tracking accounts, gathering, and verifying various financial data, general office experience, use of automated financial tracking systems, and maintaining records and files in a heavy customer service environment; preferably in a public sector environment; OR an equivalent combination of education, training, and experience.

Required Licenses or Certifications:

Must be able to successfully complete and pass a background check

WORKING CONDITIONS:

Environment:

- Office environment.
- Constant interruptions.

Physical Abilities

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Operating a computer keyboard or other office equipment.
- Reading and understanding a variety of materials.
- Sitting or otherwise remaining stationary for extended periods of time.
- Bending at the waist, reaching above shoulders, and horizontally or otherwise positioning oneself to accomplish tasks.

Incumbent Signature: _____

Date: _____

Department Head: _____

Date: _____