

**CITY OF WEST RICHLAND
JOB DESCRIPTION**

Job Title: Utility Billing Specialist

Department: Finance

Reports To: Finance Director

FLSA Status: Non-Exempt

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Prepared Date: July 24, 2015

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Approved Date: August 21, 2015

Summary

Under the general supervision of the Accounting Manager, coordinates the billing and collection of utility revenues generated by the City. This position is responsible for the effective operation of the City's utility billing function and customer relations. This position requires strong customer service skills and the ability to communicate in person and on the phone. In addition, written communication skills are required in preparing business correspondence, e-mail, and informational documents.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Coordinates the daily functions of utility billing.
- Accurate billing and receipting of city utility customers.
- Promotes positive public relations.
- Develops new City utility accounts and maintains current accounts for the City's water, sewer, irrigation, stormwater and garbage utilities.
- Processes meter readings, billings and customer accounts.
- Responds to inquiries regarding fees, delinquencies, disconnections, re-reads and general procedural information.
- Prepares and reviews delinquency notices prior to mailing.
- Creates, maintains and updates utility account information and records as well as general consumption and financial data for statistical purposes.
- Creates reports and gathers statistical data on demand using various sources as requested intra- and interdepartmentally.
- Creates, maintains and updates forms and information sheets related to utility services and rates for City departments and public use.
- Coordinates and processes collections and liens for utility accounts, including submitting accounts to collections, corresponding with collections companies and other agencies.

- Investigates billing discrepancies, processes past due notices, processes billing and fines as related to utility billing and cross-connection activities.
- Coordinates with meter reader and cross-connection specialist to maintain status of account activities and compliance issues.
- Reads, interprets, applies and explains codes, rules, regulations, policies and procedures.
- May prepare monthly activity reports as required.
- Performs other front desk functions including cashiering and daily deposit preparation, license issuance, and providing general information about the City.
- Prepares daily cash deposit for reconciliation.
- Transcribes and types letters, memoranda, reports, tabulation, and other materials.
- Assists in the maintenance of records and files.
- Researches and analyzes technical data.
- Performs other duties as assigned.

Knowledge, Ability and Skills

- Solid understanding of accounting principles demonstrated in two or more years of progressively responsible office, customer service, problem solving, and accounting in a comparable environment.
- Must have ability to work independently in a multi-tasking customer service setting.
- Knowledge of office practices and procedures
- Knowledge of business English, spelling and arithmetic
- Ability to type at the rate of 40 words per minute
- Ability to make routine arithmetic computations and tabulations accurately and with reasonable speed
- Ability to learn assigned clerical tasks readily within a reasonable training period, and to adhere to prescribed departmental routines
- Ability to establish and maintain effective working relationships with other employees and the public
- Ability to understand and carry out oral and written instruction
- Ability to accurately prepare and maintain correspondence, files, and reports
- Must be able to perform customer account and sub ledger reconciliations
- Must be able to work in situations with hostile customers while adhering to prescribed departmental routines
- Ability to operate the telephone in a clear, well-modulated voice using good diction
- Ability to prioritize assignments and work independently
- Ability to operate equipment such as a computer, photocopier, electronic spreadsheets, word processing, and integrated accounting systems

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Core

Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.

Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.

Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.

Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

Customer Service – Employee must be able to work in situations with hostile customers while maintaining tact and professionalism and adhering to prescribed departmental policies and procedures. Must also work effectively with elected officials, staff and vendors.

Interpersonal Skills – Confidentiality is required due to the sensitive nature of some documents or messages. A high level of integrity is required to maintain objectivity in dealing with customers and City employees.

Oral Communication – Effective communication skills are essential due to the variety of public interfaces required for this position. Must be able to represent personal view or position, but be flexible and able to carry out actions which may contrast with personal preference.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit.

Organizational Support – Follows policies and procedures; supports organization's goals and values. The position requires frequent interaction with the general public and City staff, and elected officials.

Judgment – Exhibits sound and accurate judgment; includes appropriate people in decision-making process; makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.

Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Planning/Organizing – Must be able to understand, relate and contribute to strategies to improve communications and service. Prioritizes and plans work activities; uses time efficiently.

Professionalism – Must be able to interact with others using tact, patience and courtesy. The individual in this position must maintain a customer service orientation, be courteous and diplomatic in the exchange of information, and present a positive image of the City to its customers.

Quality – Demonstrates accuracy and thoroughness.

Adaptability – Adapts to changes in the work environment.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent.

Education and/or Experience

Graduation from a 2-year college or university program related to accounting or business preferred.

Two years of progressively responsible related work experience which includes accounting transaction processing and verification, or any equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as codes, rules, regulations, policies and procedures. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to create and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed while standing or sitting, in an office environment, with a computer and telephone. Some lifting of forms and small equipment is required.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, peripheral vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.