



JOB TITLE: UTILITY BILLING ADMINISTRATOR

OCCUPATIONAL CATEGORY: Office/Clerical

JOB SUMMARY:

Duties include supervising and performing complex clerical and bookkeeping work in the area of utility billing operations, which include water, sewer and sanitation billings and collections. Responsible for customer relations, preparation of utility billings, and establishing and closing accounts.

REPORTS TO:

Finance Director.

SUPERVISES:

Cashier and Water Billing Clerk.

DUTIES AND RESPONSIBILITIES:

Prepares, mails, collects and records water, sewer and sanitation bills;

Initiates new service and terminates existing service;

Responds to customer inquiries regarding utility billings and account status;

Posts transactions to customer accounts;

Operates the utility billing data processing system;

Prepares special reports utilizing; Assists in processing of utility billing cash receipts; Performs all other duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Good knowledge of general office practices and utility accounting procedures; thorough knowledge of ordinances dealing with utility administration; ability to read, write, and perform basic mathematical functions and to prepare and maintain accurate records; ability to supervise clerical employees; sufficient skill with a typewriter and calculator to prepare reports and records (type at least 45 words per minute with a high degree of accuracy); ability to deal effectively with the general public and to establish and maintain effective working relationships with all other departmental employees and employees of other City departments.

REQUIRED TRAINING AND EXPERIENCE:

High school graduate or its equivalent with courses in bookkeeping and typing, and at least three years of experience in a billing or accounts receivable position.

Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

REQUIRED LICENSES AND CERTIFICATES:

None.