



CITY OF CALEXICO

CLASS TITLE: UTILITY BILLING OFFICER

MONTHLY: \$4,015- \$4,880

RANGE: G-26

BASIC FUNCTION:

Under the direction of the Finance Director, perform a variety of clerical, accounting, record-keeping, and customer service duties in support of City utility billing functions; serve as a liaison and technical resource concerning utility billing.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of clerical, accounting, record-keeping, and customer service duties in support of City utility billing functions; resolve utility billing issues, complaints, and conflicts in a proper and timely manner.

Serve as a technical resource to staff, outside agencies, and the public concerning City utility billing; respond to inquiries and provide technical information concerning related processes, ordinances, standards, requirements, rules, regulations, codes, policies, and procedures.

Compile data and information and prepare and maintain a variety of records and reports related to accounts, revenue, billings, work orders, meters, fees, adjustments and assigned activities; prepare and distribute billings and statements for City services.

Maintain, review, and adjust assigned accounts; monitor and update accounts and ledgers to reflect income and expenditures; balance and reconcile various accounts as directed; calculate, assemble, match, sort, review, verify and post a variety of financial and statistical data.

Prepare annual reports identifying tasks performed where assistance was provided to residents to avoid water shutoffs in compliance with the Water Shutoff Protection Act and the Consent Judgment.

Serve as a liaison between the City, local businesses, outside agencies and the public concerning utility billing functions; visit local businesses to request and provide information and inspect activities.

Identify water accounts in violation of water ordinances and refer to the appropriate department for enforcement actions.

Input a variety of data into an assigned computer system; establish and maintain automated records and files; generate various computerized documents, invoices, statements, and reports; assure accuracy of input and output data.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; drive a vehicle to conduct work.

Provide input concerning the review and revision of Utility Billing Ordinance; evaluate and provide recommendations concerning priorities and problem resolution.

Compose, prepare, process, and distribute a variety of forms and correspondence related to assigned activities.

Confer and collaborate with refuse meter reading activities with the Water department as appropriate.

Schedule utility turn-offs and arrange meter reading activities with the Water department as appropriate.

Ensure compliance with each term of the Consent Judgment water shutoffs and utility billing practices.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Customer service practices, procedures, and techniques.

Methods, procedures, and terminology used in technical accounting work.

Financial and statistical record-keeping techniques.

Preparation of financial statements and comprehensive accounting reports.

Policies and objectives of assigned programs and activities.

Modern office practices, procedures, and equipment.

Operation of a computer and assigned software.

Methods of collecting and organizing data and information.

Oral and written communication skills.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Interpersonal skills using tact, patience, and courtesy.

Mathematic calculations.

ABILITY TO:

Perform a variety of clerical, accounting, record-keeping, and customer service duties in support of City utility billing functions.

Serve as a liaison and technical resource concerning utility billing.

Understand and resolve utility billing issues, complaints, and conflicts.

Provide a variety of services to assure community compliance with the Utility Billing Service Ordinance.

Independently operate the City's utility management software.

Maintain accurate financial and statistical records.

Compile and verify data and prepare reports.

Maintain, balance, update and adjust accounts.

Assemble, organize, and prepare data for records and reports.

Compare numbers and detect errors efficiently.

Learn, interpret, apply, and explain laws, codes, rules, regulations, policies, and procedures.

Operate standard office equipment including a computer and assigned software.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and timelines.

Perform arithmetic calculations quickly and accurately.

EDUCATION AND EXPERIENCE:

Graduation from high school, or equivalent, and three years clerical experience including work with accounting and customer services functions is required. At least one year of utility billing and/or municipal accounting experience is desirable.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license. Attend necessary training to operate the City's utility management software. Attend required Water Shutoff Protection Act and the Consent Judgment compliance meeting(s) within thirty (30) days of hire.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment.

Constant interruptions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling, or crouching to file and retrieve materials.