



respect - Communication - Integrity - Teamwork - family

UTILITY BILLING CLERK II

DEPARTMENT/DIVISION: Finance/Utility Billing

GRADE: 6

GROUP: AFSCME

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: July 1, 2011

SUMMARY

This position is thoroughly knowledgeable and proficient in, and performs the duties of a Utility Clerk and Cashier, as assigned. They are also responsible for information related to the accurate and timely billing of City utility accounts. Incumbents are expected to work independently and sometimes under stressful deadlines within existing accounting policies and procedures. They need to understand and execute complex oral and written instructions and apply guidelines to varied situations while expressing ideas and convey information effectively both orally and in writing. They need to meet and deal with the public in a pleasant, courteous manner and, at times, in intense situations. They independently investigate and respond to problems; operate computerized equipment and utilize software programs to perform assigned duties; interpret and explain local codes and ordinances. They prioritize and successfully complete multiple work assignments; initiate, plan, organize and carry through projects; work quickly and accurately with numeric calculations.

EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

Is thoroughly knowledgeable and proficient in, and performs the duties of a Utility Clerk I and Cashier as assigned, and in addition:

Administers and processes a larger and more complex array of metering, billing and customer problems, which includes billing special contract accounts and other difficult billings.

Assures information is correctly entered into billing system by Utility Clerks to properly bill accounts.

Performs the majority of adjustments for accounts that are misread or have water leaks.

Processes all Bankruptcies.

Coordinates with the servicemen and meter readers to make sure they have returned the necessary work orders for completion of the billing process.

Is responsible for ensuring that subordinate staff completes the daily processing in the absence of the Utility Billing Manager.

Deals with difficult and upset customers in the absence of the Utility Billing Manager.

Prepares the annual meter reading and billing schedules for the department.

Prepares and implements the Senior Rebate program annually.

Coordinates the meter exchange program with the Water Department.

Prepares monthly meter reading error reports.

Orders Billing Supplies.

Handles destruction of records as needed.

Reviews the annual report of Winter Quarter average sewer charges to assure proper future billing.

Sets Update daily for Billing and Finance Departments.

Implement CPI rates for annual increase/decrease in rates for water/sewer/geothermal; as well as rate changes implemented by City Council Resolution.

Processes annexations, updating addresses and rates for services.

Create job queries for Finance/Utility Billing for review and reporting.

Back up due to normal absences.

Special projects as assigned by the Utility Billing Manager and/or Finance Director.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education and/or experience

High School diploma or general education degree (GED); minimum of 2 years post high school education preferred, with emphasis on office and computer skill development. Minimum of 2 years of experience as a City Utility Billing Clerk required.

Language skills

Ability to read, analyze, and interpret, technical journals, financial reports, and related documents. Ability to respond to inquiries from the public and members of the business community. Ability to write simple correspondence. Ability to effectively present information one-on-one or in small group situations to other employees or the 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.

Reasoning ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several 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 qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. The employee must possess the ability to organize and keep organized.

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 qualified individuals with disabilities to perform the essential functions.

The work is performed in a temperature-controlled, well-lit office.

The noise level in the work environment is usually quiet.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

