

## **UTILITY BILLING TECHNICIAN**

### **Definition**

Under supervision; to perform statistical and fiscal recordkeeping support related to the processing and maintenance of District utility billing data and reports; and to do related work as required.

### **Distinguishing Characteristics**

This is a fully experienced job for accounting assistance work. Incumbents perform a variety of accounting and statistical recordkeeping assignments with minimal guidance and supervision in the area of utility billing and collections.

### **Examples of Duties**

- Compiles, inputs, monitors, processes and generates information and statements related to using computerized Utility Billing.
- Develops and manages databases for tracking various activities.
- Tracks water delivered to other agencies.
- Maintains District records of authorized meter connections per parcel.
- Sets up new accounts.
- Responsible for the information accuracy of individual meter accounts.
- Coordinates the collection of past due accounts including the preparation of proper notification.
- Monitors accounts and prepares lien notices as necessary.
- Prepares list of delinquent amounts to be added to taxes.
- Compiles and tabulates information for monthly and annual reports.
- Receives and processes service requests, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District services.
- Resolves a variety of problems concerning meter readings, high consumption, delinquent accounts, seal, unseal, non-reads, and improper billings including adjustments to the accounts.
- Coordinates account status problems with district accounting staff.
- Coordinates problems of meter location, type of installation, and meter size with operations and engineering personnel.
- Determines and calculates costs for different types of installations.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Audits meter readings.
- Meets with customers to discuss and resolve problems and concerns.
- Assists in routine and special assignments when needed.
- Follows oral and written directions.
- May be back-up for other office positions.
- Performs special assignments as directed.

### **Typical Physical Activities**

- Communicates orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings.
- Regularly uses a telephone for communication.
- Uses office equipment such as computer terminals, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges.
- May drive vehicle in conducting District business.

### Special Requirements

Possession of a valid appropriate California driver's license issued by the State Department of Motor Vehicles. Possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates.

### Employment Standards

#### Knowledge of:

- Customer service procedures and the handling of complaints.
- Methods, practices, and terminology used in financial work.
- Modern office methods, practices and procedures.
- Computer hardware, software, and ten-key proficient.

#### Develop Knowledge of:

- Water delivery and distribution systems.
- Principles and methods used in automated meter reading infrastructure and reading system.
- District policies and regulations regarding the establishment and maintenance of services.
- Geography of the District and the location of District facilities.
- District billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.

#### Ability to:

- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services with minimal supervision.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Research and evaluate information regarding customer service and payment problem.
- Analyze and evaluate customer complaints.
- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other District functions and services.
- Skillfully use computerized billing and customer information systems and software.
- Type at a rate of 55 words per minute from clear, legible copy.
- Prepare and organize a variety of information.
- Maintain tactful and good relations when working with the public regarding District services and complaints.
- Establish and maintain cooperative working relationships.

### Desirable Education and Experience

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Two years of increasingly responsible work experience in performing customer service and relations work, involving public contact and receipt and accounting for money, preferably including experience in working with a water or wastewater treatment agency.