



JOB DESCRIPTION

TITLE: Utility Billing Service Representative II
DEPARTMENT: Finance
GRADE: 12
FLSA: Non-exempt
EEO DESIGNATION: Administrative Support
REVISION DATE: 05/23/2018

POSITION SUMMARY

Under the general administrative supervision of the City Treasurer. The Utility Service Representative II is the intermediate-level classification in the utility service representative series in which incumbents are expected to perform more independent assigned duties and demonstrate working knowledge of applicable regulations, policies, procedures and work methods associated with duties related to assisting customers, such as adjusting accounts, researching issues, and reviewing and processing rebates.

This position prepares billings for water, solid waste and storm water services. Researches assessments on utilities for external customers. Acts as the liaison between the citizens and different departments accordingly to the needs of the situation. Occasional contact with upper-level managers on matters requiring explanation and discussion. Receives incoming telephone calls related to payment on accounts and responds to public inquiries for information. The position must demonstrate an ability to make decisions regarding citizens and business owner's affairs, and be able to follow policies and procedures developed for the Finance Department.

ESSENTIAL FUNCTIONS:

- Assist and interacts with the public and co-workers in a professional manner.
- Educate customers about water, garbage and recycling services provided by the City.
- Assist in the maintenance, account billing, processing, collection, and scheduling of service(s) for City provided water, garbage and recycling utility services.
- Answer incoming telephone calls and address customer concerns and inquiries.
- Organize and utilize the filing systems.
- Create service requests for water and garbage issues and follow up with the appropriate divisions in Public Works and other city departments to complete requests.
- Prepare and update monthly statistical reports.
- Research and process return mail.
- Maintain garbage and recycling container-tracking system.
- Monthly generation of Utility Billing mailing. This includes, but is not limited to, printing the



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meter reading list, entering meter readings, printing the meter proof report, preparing utility bills for printing and mailing. Tracking and collecting overdue accounts, responding to customer inquiries regarding utility billing. Working with co-workers to prepare invoices on delinquent utility bills. Collection of delinquent accounts, including but not limited to, referral for collection services.

- Creating new service accounts and terminating old accounts for Water, Solid Waste and Storm water Utility Fund billing. This includes, but is not limited to, receiving new service agreements, obtaining account numbers and reading sequences from maps, entering personal and billing information in the computer, obtaining final meter readings on terminated accounts, terminating old accounts, sending out final billings, requesting refund (if applicable), tracking final billing payments, generating deposit refunds, assembling and assigning subdivision lots with account numbers and reading sequence numbers.
- Adjusts customer accounts and performs journal entries.
- Create renter profiles and link them to the appropriate account(s).
- Primary contact for all water, solid waste and storm water related inquiries.
- Makes collection calls, negotiates payments from customers, and develops customer payment schedules as necessary.
- Assists in training new and existing staff on procedures and other department tasks.
- Promotes a high level of customer service and excellent public relations.
- All other duties and responsibilities as required.

MINIMUM QUALIFICATIONS:

- Must have high school diploma or G.E.D. equivalent. Must have at least two years of experience as a billing clerk or post-high school course work in general office practices, computer systems, and secretarial duties of specialized training or an equivalent combination of education and experience. Associate's degree preferred.
- Must possess a valid Utah Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

1. Working knowledge of computer software involving word processing, cash receipting and Microsoft Office products. Experience with Tyler's Incode Utility Billing program desirable.
2. Working knowledge of modern office practices and procedures; working knowledge of grammar, spelling and punctuation.
3. Provide excellent customer service and answer customer or public inquires and demonstrate the ability to obtain information from individuals, residents, etc. for follow-up and in relation to accounts receivable.
4. Knowledge of basic accounting related tasks regarding receipt of cash receivable and utility service billing.



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5. Must have experience working independently to establish work or project priorities and without close supervision.
6. Ability to communicate effectively with the public under potentially adverse circumstances and to work well with supervisors, co-workers, and employees in other departments.
7. Ability to follow city policy, establish priorities, concentrate on tasks accurately, and accomplish duties in a timely manner.
8. Ability to project a professional image when serving the public with a high degree of accuracy and confidentiality while maintaining a high level of courtesy and strong public service orientation.
9. Type letters or correspondence using current word processing software.
10. Skill in organizing and maintaining filing systems.
11. Maintain accurate records of resulting financial transactions.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Comfortable working conditions, talking, listening, handling lightweight, intermittent sitting, standing and walking. Regularly sits at a desk or table; walks, stands or stoops; works for sustained periods of time maintaining concentrated attention to detail. The person in this position must have the visual ability to read and work with computers and other electronic tools in accomplishing tasks and to communicate verbally. May occasionally lift or otherwise move objects weighing up to 25 pounds. May occasionally drive a motor vehicle. This position has exposure to stressful situations as a result of human behavior. Work is often performed under deadlines and time constraints.

The City of Draper is an equal opportunity employer without regard to race, color, religion, national origin, disability, genetic information, sex or age.

The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.