



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Lead Utility Billing Specialist

Department: Utility Billing

Reports to: Utility Billing Director

Pay Grade: H08

Date Established: 3/2014

Date Revised: 12/2017

FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Lead Utility Billing Specialist serves as a Lead Worker to monitor, guide and participate in the work of Utility Billing Specialists providing customer service to City water, sewer, and garbage customers with accurate billings and maintenance of customer accounts.

This job performs many of the same functions as Utility Billing Specialist, but serves as Lead Worker to respond to unusual issues or questions. The job includes training new employees and providing guidance as needed. This job also serves as back-up to the Utility Billing Director in that employee's absence.

This job is extremely time sensitive with regular deadlines to adhere to a strict billing cycle. The work is very detailed oriented; the job includes reviewing meter reading edits for warnings and errors, issuing work orders if needed, posting readings to the billing system, calculating and reviewing charges on accounts and correcting errors. The work also includes generating a list of delinquencies, preparing door hanger cards for shutoffs if needed, generating account status letters and processing payments. The work must be completed within strict time constraints and each Billing Specialist handles a large number of accounts.

The job requires knowledge of employee training and guidance methods and techniques and detailed knowledge of department policies, procedures and billing deadlines. The job requires attention to detail and accounting and bookkeeping methods. The job requires strong customer service skills to respond to questions, provide information and resolve billing issues, often under stressful conditions.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment is a Department office environment that includes a public waiting area and multiple office desks where the noise level is generally moderate, but can be distracting with public interruptions or multiple phone conversations being handled at one time.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Trains other workers and provides customer service to City water, sewer, and garbage customers by telephone, email or in person, answers questions, provides information, and resolves billing issues. Opens and closes accounts; updates account information; sets up payment programs including level pay, auto pay, and e-billing. Researches billing errors and initiates steps to correct which may include back billing of charges or credits.

Processes monthly billings; Reviews meter edits, processes meter exchanges, prepares work orders, reviews charge calculations, reconciles billing reports, prepares bills for distribution

Contacts customers with, and responds to and resolves, billing questions and issues. Processes payments by mail, in person, from drop box, and credit-debit card payments by telephone.

Works with delinquent customers by setting up payment plans, sending notifications, issuing shutoff notices, initiating collection procedures, and closing accounts. Processes insufficient funds and/or checks written on

closed accounts, contacts customer to arrange payment; monitors account for payments, settlement and eventual resolutions, including initiating closure.

Closes out computer billing system at end of workday and generates daily operational reports. Prepares and distributes periodic and annual reports. Updates and distributes water consumption reports for other City departments. Assigns and maintains PIN system for online customers.

Determines final billing for terminated accounts, balances cash, check and credit/debit card receipts daily; prepares bank deposit.

Performs data entry to keep accounts current. Prepares and reviews activity reports. Maintains accurate documentation in accounts; implements and maintains required filing of work orders, leak adjustments and water shop orders.

Issues work orders to sanitation for garbage cart pickups and deliveries, for new services, terminations or vacancies.

Processes requests for leak adjustment and other service and billing adjustment.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Employee training and guidance methods, techniques and objectives;
- Methods, techniques, and objectives of service and financial record keeping, documentation, and the preparation of reports;
- Cash handling, bookkeeping, and accounting procedures;
- Customer service methods, techniques, and objectives ;
- Data entry, filing, and bookkeeping skills;
- Department policies and procedures with emphasis on handling delinquent, insufficient funds/closed accounts and final billing procedures;
- Federal (OSHA) regulations and City policies regarding safe work practices;
- Operation of basic office equipment including a personal computer and job-related software applications, including complex billing software.

Skill and Ability to:

- Serve as a lead worker to train and guide other employees, respond to unusual issues and questions;
- Provide efficient customer service by telephone and in person, often under stressful conditions and to communicate effectively with people who may be angry, frustrated or confused. Provide efficient customer service to persons of varied backgrounds and experiences;
- Perform duties accurately and efficiently under time-sensitive deadlines;
- Utilize analytical skills to review reports and other work, identify and resolve discrepancies;
- Coordinate work orders between water, shop and sanitation departments;
- Prepare and process monthly utility billings for City water, sewer, and garbage customers;
- Perform cash handling, bookkeeping, and accounting functions to track and report on financial transactions and billing compliance;
- Maintain financial and service records, documents, and logs and prepare periodic reports;
- Operate basic office equipment;
- Operate a personal computer and job-related software, including a diverse and complex billing system;

- Perform basic clerical duties including, but not limited to, data entry, filing, and related duties;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other city employees, and the public;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments within strict deadlines; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;
- Three (3) or more years Utility Billing experience is required; and
- Experience training others in utility billing.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, keyboard or type, reach with hands and arms, and operate job-related office equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.