



Title: Utility Billing Assistant

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to assist with all duties of the utility billing office, maintain utility accounts, perform regular billings, and prepare budget and audit information. This is accomplished by reviewing utility data; ensuring that all utility records are kept up properly; completing utility projects; following schedules; receiving and reviewing customer complaints; making account adjustments; perform utility billing; posting penalties; submitting work requests slips; creating new accounts; processing customer revisions; maintaining documents and spread sheets; processing work orders; compiling data; providing statistics; preparing, sending and receiving correspondence; writing off accounts; providing meter readers with schedules; loading handhelds for meter readers; and providing duties as a backup for the supervisor; set up, maintain, and/or remove ACH bank drafts on utility accounts and bank site Other duties include assisting other employees, tracking donations; communicating with the management of the meter readers; preparing manual billings; processing applicants of garbage discounts; submitting payroll timesheets; printing tax bills, back of utility bills and labels; and providing information for other departments or customers.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Performs functions to complete utility billings by uploading routes to the meter reader's handhelds; completing the edits of routes; performing final reviews before billing; completing spreadsheets to keep up utility data; preparing and posting account adjustments; calculating utility rates for a variety of services; tracking special accounts; finishing, reviewing, and adjusting bill calculations; and performing final billing and posting of penalties. Printing, organizing and mailing bills to customers.	50%
2	S	Performs a variety of duties as needed by submitting leave request and timesheets; setup, maintain, and/or remove ACH bank drafts on utility accounts and bank site; keeping notes on work completed; maintaining backup tapes; compiling spreadsheets; manually billing for unusual services; transferring final balance on	20%



		closed accounts; tracking unaccounted for gas and water usage; writing off unpaid closed accounts; maintaining computers and other equipment; assisting with staying up-to-date with the changes in policies and guidelines; and organizing the utility meter readers.	
3	S	Performs utility account maintenance by inputting customer information revisions; creating new utility accounts; making adjustments to deposits; moving revenue codes to refund bills; issuing or removing fees; setting up or removing fees; sending notifications to customers; and inputting changes for garbage billings.	15%
4	M	Performs clerical and maintenance functions by monitoring and ordering office supplies; preparing files for off-site storage; preparing correspondences; receiving and making phone calls; replying to emails; copying, scanning and faxing documents; communicating with customers, vendors and co-workers; and compiling data into spreadsheets and word documents.	10%
5	S	Prepares budget and audit information by completing garbage report; providing number of gas and water meters and the money paid to monitor them; completing gas and water reconciliation spreadsheets; providing billing registers; preparing billings and collections reports; and providing billing accruals.	5%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Under and including one year.
Supervision	Lead work to meter readers. Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry, network messaging email. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification &	Valid drivers' license. Pass required Civil Service examination and be in



Other Requirements a selectable position.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	communicating with co-workers, observing work duties, observing work site
Sitting	C	desk work, driving, meetings
Walking	O	to other departments/offices/office equipment
Lifting	O	equipment, files, supplies
Carrying	R	files, supplies
Pushing/Pulling	O	equipment, file drawers, tables and chairs
Reaching	O	for files, for supplies
Handling	C	paperwork
Fine Dexterity	C	calculator, computer keyboard, telephone pad
Kneeling	R	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	under equipment
Bending	O	filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	from computer to telephone
Climbing	R	stairs, step stool
Balancing	R	on step stool
Vision	C	computer screen, driving, observing work site, reading
Hearing	C	communicating with co-workers and public and on telephone, listening to equipment
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	R	driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, calculator, burster, postage machine, and copy machine, computers, printers, handheld meter reading devices and cradles. Software includes: Incode, Datamatic, Microsoft Word and Excel, Internet and email using Microsoft Outlook

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	M
Extreme Temperatures	N
Noise and Vibration	M
Wetness/Humidity	N
Physical Hazards	M

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			



(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

	_____ Signature of Employee	_____ Date
_____ Job Title of Supervisor	_____ Signature of Supervisor	_____ Date
_____ Job Title of Department Head	_____ Signature of Department Head	_____ Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Revised 3/13/2012