

JOB TITLE: UTILITY BILLING CLERK

DEPARTMENT: Finance

Classification: Non-union, Hourly

LOCATION: Ontario, OR

Date Revised: March 2006

PURPOSE OF POSITION: Perform various accounting, customer service, and clerical work related to water/sewer utility billing, posting and depositing payments, and other general office tasks.

ESSENTIAL JOB FUNCTIONS

Prepare electronic meter reading device for Meter Reader, enter meter readings, and generate monthly utility billings using various software programs. Sort and prepare billings for mailing. Print associated reports, letters, etc. Maintain utility account information (subsidiary ledgers) for revenue and customer deposits. Enter changes regarding owner/renter, mailing address, correct errors, etc. Enter new rates as necessary.

Generate reports as scheduled or requested. Reconcile subsidiary ledgers to general ledger in conjunction with Finance Director.

Respond to questions from the public in person, through the mail, and over the telephone regarding water/sewer utility accounts, billing issues, and other general information.

AUXILIARY JOB FUNCTIONS

Perform various general clerical tasks (typing, data entry, photocopying, answering telephone, etc.). Perform other departmental tasks in support of department personnel as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading job-related materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATIONS

MANDATORY: High school diploma or GED, plus accounting training and two years of bookkeeping work experience; or any satisfactory combination of experience and training, which demonstrates the knowledge, skills and abilities to perform the above duties. Advanced knowledge of office practices and procedures; business grammar, spelling, and punctuation; computer processing using Word and Excel; recordkeeping; and bookkeeping principles. Able to communicate effectively with City employees and vendors both verbally and in writing.

DESIREABLE: Bilingual in Spanish and English. College level courses in bookkeeping or business. Knowledge of Springbrook fund accounting software.

SPECIAL LICENSES: Possess or obtain valid driver's license.

PHYSICAL DEMANDS

While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis and up to 25 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

WORKING CONDITIONS

Usual office working conditions. The noise level in this work environment is typical of most offices. Duties include infrequent contact with irritated customers who may become unpleasant.

SUPERVISORY RESPONSIBILITY

None. May provide cross training and orientation to department staff.

SUPERVISION RECEIVED

Works under the supervision of the Finance Director.

The above description covers the most significant duties performed but does not include other related occasional work.