

South Jordan City

Job Description

Title: Billing Clerk
Org: 100120
Pay Grade: 7

Effective Date: 1/1/17
FLSA: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Performs a variety of working level and technical clerical duties as needed related to billing, collections, updating, and processing of monthly utility transactions.

SUPERVISOR

Billing Supervisor

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Assist with the day-to-day process of utility billing which includes, but is not limited to:
Provide both internal and external customers information regarding billing policies and procedures.

Effectively resolve problems for customers, both external and internal, within the guidelines of City policies and statutes.

Prepare utility bills and delinquent notices for e-mail and/or regular mail-out to customers, including: gathering billing data, entering data into computerized billing system, verifying utility bills are correct, and sending billing statements to an outside printing and/or mailing company.

Add and change out meters in the billing system.

Processes checks and bank drafts returned for insufficient funds from the bank, send notice to customers and follows through with applicable collection procedures.

Process pre-authorized payment file as needed. Assist with creation of month-end reports. Research, calculates, and records billing adjustments due to wrong meter reads, incorrect utility rates, incorrect utility bills, appeals, etc.

Coordinate with the Communication Center to receive complete and accurate information necessary to finalize accounts and set up new accounts for existing residences and businesses.

Assist with setup of utility accounts for new construction within the City. Assists with contractor and developer requests for meter sets.

Post special recurring charges and credits to accounts (such as Military Abatement and Special Service pickups).
Approve and monitor formal payment arrangements.

Assist with utility shutoff procedures (both for nonpayment and no application).

Operate computers programmed with accounting software to record, store, and analyze information.

Maintain up-to-date database of utility accounts and associated financial records.

Operate complex telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly, give request information pertaining to the Finance division.

Listen to public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from High School or G.E.D.;

AND

B. Two (2) years experience in billing or accounting;

2. Special Qualifications

Experience in utility billing or government service preferred.

3. Knowledge, Skills, and Abilities:

Working knowledge of telephone switchboard operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of personal computer; operation of standard office equipment; some knowledge of basic mathematics; some knowledge of basic public relations.

Ability to operate a personal computer and Microsoft products.

Ability to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Clerical Non-Exempt	EEO-4 Class:	
Location:	Finance	EEOP Class:	
Group/BU:	General Pay Plan	Tech-Net Match:	730