

Billing Clerk III
Finance Department/Bureau of Utility Billing

Class Title: Billing Clerk

Class Definition: Working under the general supervision of the Finance Director and the Finance Department Supervisor, the incumbent is responsible for the performance of routine clerical, administrative, and data processing work in the billing of utilities and other public services and assists in the Finance Department as the need arises.

Distinguishing Features of Work: A person working in this class is responsible for the timely and accurate completion of projects and routine assignments in accordance with standard bureau practices. Work will involve some disagreeable aspects, for example, when working with dissatisfied customers. Work may involve some independent judgment as well as communication and direction with and from the immediate supervisor and Finance Director. A person in this position will be expected to assist with other duties in the Finance Department, as the need arises.

Examples of Work: (Note: The following examples of work are only illustrative of the kind of work to be performed by persons of this class and are not intended to be all-inclusive or exclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Performs complex administrative work involving the preparation, indexing, filing, and otherwise processing a body of documents, forms, or acquired data for utility billings. Reads computer files or gathers records necessary to provide accurate billing data. Enters information into computer or computes amounts due. Posts transactions to accounting records. Processes work orders for utility disconnections, reconnections, new orders, and other public works service requests. Processes meter reading data; prepares utility bill data for mailing; maintains current customer account files; assists in reconciling utility billing activity with the general ledger and in preparation of data for reports as required. Receives and/or makes telephone calls about past due utility bills; receives citizens inquiring about utility billings or services; handles questions and matters of a more technical nature; responds to citizen complaints. Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment schedules, customer follow-up account research, preparing liens and write-offs, appearing in court to testify in behalf of the City, when appropriate. Works in an organized and systematic manner in order to keep up with the billing cycles of the bureau. Makes decisions within limits as need indicates. Drafts and/or prepares correspondence for own signature or signature of others. Prepares and bills City of Easton fire accounts. Arranges for reads and processes real estate settlements and/or name changes on accounts.

Tools and Equipment Used: Computer, utility software systems, 10-key calculator, phone, mailing equipment, fax and copy machines.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will almost always work indoors. The noise level in the work environment ranges from quiet to moderately loud.

The environment can range from moderately to very stressful especially during billing cycles when working to meet deadlines for billing purposes or when dealing with unsatisfied or disagreeable customers.

Necessary Knowledge, Skills, and Abilities: Working knowledge of computers, electronic data processing and spreadsheet software such as Microsoft Excel; working knowledge of modern office practices and procedures. Skill in operating listed tools and equipment. Ability to perform arithmetic computations accurately and quickly. Ability to make work decisions in accordance with rules, regulations and departmental policies and procedures. Ability to maintain clerical records of some complexity and to prepare reports from such records. Ability to communicate effectively verbally and in writing. Ability to establish successful working relationships. Ability to work under pressure and/or frequent interruptions. Ability to work with angry or difficult customers.

Qualifications Required for Appointment: Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing, and use of spreadsheets; Some college level or business school education with coursework in accounting, data processing, and computer experience or, any equivalent combination of education and experience, with additional experience substituting for the required college level training on a year for year basis. Ability to speak Spanish desired. Must possess the ability to run and work with programs on mainframe computer as well as word processing and spreadsheet programs on a personal computer.

Work Schedule: Per established departmental policy

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