

CITY OF HASTINGS JOB DESCRIPTION

UTILITY BILLING CLERK

Supervised By: City Clerk/Treasurer/Finance Director

Supervises: No supervisory responsibility

FLSA Status: Non-Exempt

Position Summary:

Create and distribute invoices for utility billing and other amounts (not including taxes or special assessments) owed to the City. Respond to inquiries and resolve customer complaints. Maintain appropriate and accurate records of all activities.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Performs utility billings, inputs meter reads, ensures accuracy, and generates the autopay file and regular invoice file to send to the vendor for mailing. Reviews and corrects daily meter exception reports.
2. Has primary responsibility for customer service as pertaining to reports, billing errors, new accounts, delinquent accounts and shut-offs. Receives, records and receipts water bill payments. Logs payments in the billing system.
3. Responds to inquiries concerning water and sewer accounts by phone, counter and online. Answers questions, provides account information, supplies duplicate bills, researches and corrects billing errors and enters changes into the billing system. Handles customer refunds.
4. Processes applications for new service or service resumption and provides customers with cost estimates for crew work. Arranges for work orders/scheduling and prepares receipts/invoicing for service.
5. Coordinate final water and sewer meter readings.
6. Prepares various operational and statistical reports pertaining to departmental activities for internal use and submission to other agencies.
7. Uses billing software and other means/methods to track delinquent accounts. Upholds departmental billing and collections policies. Maintains an ongoing listing of overdue accounts and prepares non-payment shut-off list for service crews.
8. Addresses other issues in the course of duties including account problem solving, processing regular and final billing, administering penalties and credits, shutoff notices, and setting up water and sewer accounts.

9. Prepares and finalizes daily work orders for service shut-offs, final reads or service start-ups, etc. and submits to water distribution workforce as needed.
10. Provides customer service and manages customer inquiries and concerns in a calm, respectful, and clear manner.
11. Staffs front counter and drive through; accepting payments, issuing receipts, and establishing records according to standard practices and procedures.
12. Support the annual audit by providing appropriate and accurate reports and information.
13. Supports the function of the Clerk/Treasurer/Finance Director's office by being familiar with, and able to substitute for all other positions in the department.
14. Performs other duties as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- A high school diploma supplemented with specialized training in bookkeeping and accounts management and two years of related experience. An Associate's Degree in accounting or similar field is preferred.
- The City, at its discretion, may consider an alternative combination of formal education and work experience.
- Knowledge of the professional principles, practices, and techniques of accounting and bookkeeping, including cash handling procedures.
- Skill in the use of office equipment and technology, including Microsoft Suite applications and financial software specific to the department; and the ability to master new technologies.
- Skill in maintaining accurate records, reconciling financial accounts, and preparing comprehensive financial reports.
- Ability to complete mathematical computations quickly and accurately.
- Ability to communicate effectively orally and in writing and to maintain composure.
- Ability to maintain attention to detail, establish priorities and work independently.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with citizens, employees, other governmental agencies and

other municipal professionals.

- Completion of Michigan Election Certification course.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, if needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

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The City of Hastings provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.