

CITY OF LEE'S SUMMIT, MISSOURI

Job Description



Job Title: Utility Billing Specialist
Division: Business Services
Department: Water Utilities
Supervisor: Account Services Manager
Date: November 2019

FLSA Status: Non-Exempt
Position:
GRADE: AS4

JOB SUMMARY:

The Utility Billing Specialist, under the supervision of the Account Services Manager, reviews customer consumption and investigates variances to prepare billing accurately and timely, processes final bills, corrects billing errors and reconciles adjustments to accounts. Coordinates with Meter Services Supervisor with meter reading schedule to meet billing cycle dates. Performs maintenance on customer accounts as necessary. Serves a key role with maintenance of Customer Information and Billing Solution software (CIS).

JOB SCOPE:

No supervisory or budgetary responsibilities

ESSENTIAL DUTIES and RESPONSIBILITIES:

1. Ensures the timely generation of all water and wastewater utility bills for each of the four (4) billing cycles.
2. Responsible for collecting and uploading meter reading data for each billing cycle.
3. Identifies and reviews meter reading data for errors within established CIS operational configurations
4. Submit service orders for field personnel to conduct further investigation related to meter reads.
5. Review completed service orders and analyze reads and consumption for reasonability and accuracy.
6. Prepare and process corrective bills for approval.
7. Responsible for calculating and processing routine adjustments.
8. Conduct audits to utility bills to ensure calculations are correct.
9. Processes final service orders to generate final billing for residential, commercial and hydrant rentals.
10. Exports completed billing files electronically to vendor for processing of mailed invoices. Process e-bill notifications for customers who have opted for a paperless invoice.
11. Generate various billing reports for each cycle billed.
12. Validates new utility accounts setup in CIS. Performs account maintenance including rate code adjustments, tax profiles, deposit reconciliations, and other program maintenance.
13. Maintains route sequencing for special meter routes, confirms meter changes outs, adjusts billing cycle and routes.
14. Communicates with internal and external customers to resolve issues and answer inquiries related to utility bills, account maintenance and other CIS issues. Maintain accurate and thorough documentation of all account interactions.
15. Provides technical assistance and instruction to other employees. Identifies systemic issues and recommends improvements for system and procedural and operating effectiveness. Reports issues to software vendors and ensures items are swiftly addressed.
16. Participates in the development and implementation of new or revised policies, procedures, processes, and computer applications pertaining to utility and customer service operations.



PERIPHERAL DUTIES:

1. May serve as backup to Customer Service Representatives.
2. Coordinates records retention for the Utility in accordance with the City's Records Management Retention guidelines.
3. Serves as a member of various employee committees
4. Performs all other duties as assigned

PERFORMANCE OF THE ESSENTIAL FUNCTIONS OF THIS POSITION REQUIRES:

- Ability to make rational decisions through sound logic and deductive reasoning
- Ability to work independently and manage time effectively, determine priorities, recall directions and details, and to follow-through to complete performance of essential functions
- Ability to effectively prioritize project assignments, track and report project status for multiple projects
- Ability to support an ethical, non-discriminatory and safe work environment
- Ability to communicate with internal and external customers clearly and concisely while maintaining a courteous and professional demeanor during difficult situations.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or related to the position.

MINIMUM QUALIFICATIONS:

1. Associate's degree in accounting, business, or related field or equivalent experience; and
2. Three (3) years related billing/accounting experience, which includes full cycle billing and accounts receivable software experience preferably in public sector or utility; and
3. Must be proficient with MS Office products; Excel, Word and Outlook
4. Must be able to demonstrate proficiency with CIS software and Itron software within six months
5. The ability to interpret and apply city ordinances to billing practices, perform mathematical calculations quickly and accurately, and maintain a high level of attention to detail over extended periods of time is a must.

NECESSARY KNOWLEDGE, SKILLS and ABILITIES:

- Thorough knowledge of City Ordinances and Water Utilities Administrative policies, billing and customer service cycle regarding water and sewer systems and be able to articulate them to customers.
- Considerable knowledge of the utility billing software application and ability to operate hardware to produce accurate, timely bills.
- Working knowledge of state statutes related to utility billing and customer service.
- Working knowledge of water meter operations.
- Ability to operate calculator by touch, computer, cash register, and related office equipment with speed and accuracy.
- Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.



PRINCIPAL WORKING RELATIONSHIPS

Interacts and works with Customer Service Supervisor, Customer Service Representatives, Metered Services Supervisor, Meter Specialist, Meter Technicians, City employees, citizens and members of the general public

TOOLS and SPECIAL EQUIPMENT:

Computer, including Microsoft Office suite software, CIS software, Itron software, and other standard office equipment

PHYSICAL CLASSIFICATION:

- **Sedentary:** Ability to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to raise or lower an object from one level to another, transport an object, exert force upon an object so that it moves away from or toward the force, or otherwise move objects. Sedentary work involves remaining in a seated position most of the time. Jobs are sedentary if moving around or remaining in an upright position is required only occasionally and all other sedentary criteria are met.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations will be considered to enable qualified individuals with disabilities to perform the essential functions. Physical demands required to perform the essential functions of this position include the ability to:

- Maintain equilibrium adequate to prevent falling during activities that require movement between locations, stationary postures, descent, ascent, and required repositioning of self to access, complete essential functions and/or operate required equipment
- Move self between work stations, sites and locations to accomplish assigned tasks with or without accommodation
- Perceive the attributes of objects such as size, shape, temperature or texture by contact with the items
- Maintain constant contact with various items and tools in order to control their movement or to manipulate them during use and or task completion
- Manipulate and/or adjust items such as switches and dials to reposition, adjust, set, place, engage/disengage
- Utilize computers and other electronic devices associated with essential functions to collect, enter and retrieve data by means of typing, keyboarding or other available methods of data entry/retrieval
- Frequently raise, lower, move, transport, position, place, install and remove items of various weights
- Access items at approximately 30" distance in any direction
- Maintain stationary, upright position for extended periods of time
- Express or exchange ideas verbally and to convey detailed information or complex instructions to others accurately, loudly and/or quickly
- Perceive the nature of sounds at average conversational levels with or without correction, sometimes in noisy environments. Ability to receive detailed information through audio transmission. Ability to determine hazard
- Communicate via receiving, comprehending and transmitting complex and detailed instructions or information in oral or written formats and to follow-through to complete required essential functions

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- The visual acuity requirements of this position include the ability to:
 - Perform varied essential functions involving extensive reading of print and electronic data, data preparation, entry, analysis, transcription, reporting and visual inspection to insure accuracy,
 - Visually evaluate specific forms associated with the essential functions of the position,
 - Determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.

PSYCHOLOGICAL DEMANDS:

The essential functions of this position require the following while handling psychological stress:

- Ability to remain objective and calm while speaking with emotional, angry, or distraught individuals
- Ability to handle very difficult situations and address personal emotions after the situation has been concluded

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those encountered while performing the essential functions of this job. Reasonable accommodations will be considered to enable qualified individuals with disabilities to perform the essential functions. The conditions the worker will be subject to in this position include:

- Inside environmental conditions. Protected from most weather conditions but not necessarily from temperature changes.



**JOB DESCRIPTION
REVIEW ACKNOWLEDGMENT**

Job Description Title: **Utility Billing Specialist**

I, the undersigned have been provided with a copy of the above titled job description for my review. My supervisor and/or manager will be available to meet with me and provide an opportunity to ask questions and to discuss my position and this job description.

I understand that this job description lists essential and peripheral duties that are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or related to the position.

I also understand that the physical requirements and psychological demands identified in this job description are intended to be representative of those encountered while performing the essential functions of this job. Reasonable accommodations will be considered to enable qualified individuals with disabilities to perform the essential functions.

The work environment characteristics listed in this job description are representative of those that may be encountered during the performance of the essential function of this job position are not intended to be all-inclusive.

Employee Signature

Date

Employee Printed Name

Employee Number

Supervisor/Manager Signature

Date