



**ADMINISTRATION DEPARTMENT
JOB DESCRIPTION**

UTILITY BILLING SPECIALIST

EXEMPT: No

UNION: No

GENERAL STATEMENT OF JOB:

Under the general direction of the Comptroller, performs routine and complex clerical and data processing work in the billing of water and sewer for the City of Platteville. Performs clerical/receptionist duties related to the Water and Sewer Division and the City of Platteville.

EXAMPLES OF WORK PERFORMED:

- 1.1 Downloads meter reading to water and sewer billing system to generate statements and reports.
- 1.2 Prepares monthly utility bills and other related bills and notices including final bills, past due notices and disconnect warning notices. Processes new or cancelled accounts, meter changes, or other similar utility billing activities as required.
- 1.3 Manages disconnection process including communication with field crew and customers
- 1.4 Receives and posts cash, check and credit card payments to customer accounts, prepares auto payments.
- 1.5 Receives and responds to staff and customer queries on billings, meter readings and other customer service issues. Researches, interprets, and analyzes account history to resolve billing questions on meter readings. Handles customer questions and/or complaints in an efficient and friendly manner. Resolves problems requiring immediate attention and verifies that underlying systematic or process issues have been addressed.
- 1.6 Processes non-utility payments from walk-in customers.
- 1.7 Purchases office supplies.
- 1.8 Verifies and reports special assessments. Sends out reminders and prepares amounts to be reported on the tax roll.
- 1.9 Provides support to other finance staff as required.
- 1.10 Assists with special projects as requested.
- 1.11 Performs other duties as requested or as needed.

ACCEPTABLE EXPERIENCE AND QUALIFICATIONS:

The following elements serve to identify the required acceptable experience and qualifications:

1. High School Diploma, or GED equivalent
2. 1 to 3 years related experience (billing, invoicing, accounts receivable, customer service)
3. Demonstrated customer service skills
4. Proficiency in Microsoft Excel

PREFERRED EXPERIENCE AND QUALIFICATIONS:

The following elements serve to identify the required acceptable experience and qualifications:

1. Post-Secondary education with course work in accounting
2. Experience in utility billing or government finance

VALUED KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to solve a wide range of intellectual and practical problems; variety of variables with limited standardization; interpret instructions; nonverbal symbolism; comprehend most abstruse concepts. Arithmetic calculations involving fractions, decimals, and percentages. Working knowledge of governmental accounting principles and practices.

Ability to compose original correspondence, follow technical manuals, and have increased contact with people. Ability to communicate effectively, verbally or in writing, with customers, employees, general public; with suppliers/vendors for vouchers and purchases; with community or trade/professional organizations for information; Federal/State governmental or regulatory agencies for reports. Ability to establish successful working relationships with other employees in finance, insurance, and clerk's office to complete duties that are interconnected. Ability to work with angry or difficult customers. Employee will be familiar with details of job to do it reasonably well within 6 months.

Skill in the operation of listed tools and equipment.

TOOLS AND EQUIPMENT USED:

Computer; printer/copier/fax; calculator; telephone; remote capture check scanner; folder/insertor; mail processor.

CONFIDENTIAL DATA:

Confidential information includes all personal employee data, and other information as may be defined as confidential.

ESSENTIAL PHYSICAL JOB REQUIREMENTS:

The physical demands 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, employee constantly sits; keyboards; uses repetitive movements; uses eye-hand coordination. Employee frequently stands; reaches; grasps; holds; talks; uses the telephone; has contact with general public/customers; climbs stairs. Employee occasionally walks; drives motor vehicles; works alone; stoops, kneels, crouches, or crawls; climbs ladders.

Employee must be able to frequently lift up to 25 pounds; occasionally lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus.

STATEMENT OF WORKING CONDITIONS:

The City of Platteville is a drug-free workplace.

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, employee is occasionally exposed to noise; temperature extremes with heat and air conditioning; significant work pace/pressure producing payroll, invoices, and vouchers; audit, budget and tax season; and end of month duties.

POSITION ACCOUNTABILITY:

REPORTS TO: Comptroller

SUPERVISION EXERCISED: None

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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, related or logical assignment to the position.

The 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.

CITY OF PLATTEVILLE VALUES

Having a Positive Impact on Our Community • Treating our Customers with Care • Working Cooperatively Together • Doing Quality Work • Demonstrating Integrity on the Job • Showing Flexibility and a “Can Do Spirit” • Acting as Good Stewards of the City’s Resources • Ensuring Our Safety and the Safety of Others

Approved by Common Council: 6/12/01

Revision History: 7/1/96; 12/18/08; 12/31/10; 12/31/15; 7/3/16; 9/12/18; 6/18/20; 3/23/21; 7/29/2022