

FLORIN RESOURCE CONSERVATION DISTRICT/
ELK GROVE WATER DISTRICT
CLASS SPECIFICATION

*FRCD/EGWD is an equal opportunity employer.
Employment is at-will.*

POSITION: **Utility Billing Specialist I/II/III/Senior**
DEPARTMENT/DIVISION: Finance
DIRECTLY REPORTS TO: Finance Supervisor
FLSA: Non-exempt
DIRECTLY SUPERVISES: N/A

Job Definition

Classifications in this series perform the full range of utility billing and customer service functions for the District. The customer service facet of the Finance Department is responsible for a variety of utility billing tasks associated with receiving, processing, maintaining, and updating customer accounts and transactions, while providing exceptional customer service.

Distinguishing Characteristics

Utility Billing Specialist I This is the entry level in the Utility Billing Specialist series. Positions in this class generally require minimal related work experience. The Utility Billing Specialist I works under close supervision while learning job tasks, progressing to relatively less supervision as procedures and processes of assigned tasks are learned. Receives close supervision from the Finance Supervisor.

Utility Billing Specialist II This is the junior level in the Utility Billing Specialist series. Employees at this level receive relatively less instruction or assistance than the Utility Billing Specialist I position and are fully aware of the operating procedures and policies within the work unit. Positions in this class are typically filled by advancement from the Utility Billing Specialist I once the individual meets the qualifications and performance standards of the II level and demonstrates an ability to perform all facets of the position. The Utility Billing Specialist II performs assigned tasks while progressively increasing their responsibility, knowledge, and work experience. Receives general supervision from the Finance Supervisor.

Utility Billing Specialist III This is the journey level class in the Utility Billing Specialist series. Positions at this level act as support for the Senior Utility Billing Specialist. Positions in this class are typically filled by advancement from the Utility Billing Specialist II level once the individual meets the qualifications and performance standards of the Utility Billing Specialist III and demonstrates an ability to perform the more complex facets of the position. Receives general supervision from the Finance Supervisor.

Senior Utility Billing Specialist This is the advanced-journey level in the Utility Billing Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties. Individuals in this position perform the most difficult and responsible types of duties assigned to classes within this series and are required to be fully trained in all procedures related to assigned areas of responsibility. Receives minimal supervision from the Finance Supervisor.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Communicates with customers, in person, via telephone, and email to discuss and resolve problems and concerns related to their water service.
- Receives and responds to complaints about District service.
- Resolves a variety of problems related to meter readings, high consumption, delinquent accounts, disconnects, re-connects, non-reads, and improper billings.
- Posts payments to customer accounts, both physical and electronic payment files.
- Follows District cash handling procedures.
- Reconciles assigned cash drawer; may assist with the preparation of daily bank deposits.
- Processes customer payment arrangements.
- Performs diagnostics on water related questions or concerns and refers customer to proper staff for resolution.
- At the II level:
 - Processes opening/closing of accounts.
 - Posts electronic payment files.
 - Processes insufficient fund transactions.
 - Resolves problems with delinquent accounts.
 - Issues customer past due notices.
 - Maintains customer payment arrangement and files.
 - Files accounts payable invoices on a weekly basis.
- At the III level:
 - Researches and applies District policies and regulations regarding establishment and maintenance of billing accounts.
 - Processes all account transactions and adjustments in accordance with customer bankruptcies.
 - Maintains all billing records and files related to customer bankruptcies, demands, and liens.
 - Maintains records for all construction permits issued to contractors.
 - Maintains records and reports unique to utility billing.
 - Processes all demand requests.
 - Processes refunds.
 - Reviews delinquent accounts and manages dunning/collection processes.
 - Establishes a list of delinquent accounts, including spreadsheets.
 - Prints door hangers and shut off tags.
 - Processes claims of lien.
 - Generates collections on delinquent bills.
- At the Senior level:
 - Maintains on-line payment registrations.
 - Maintains Automated Clearing House (ACH) on customer accounts.
 - Drafts ACH files on accounts.
 - Reconciles ACH payment issues.
 - Compiles monthly billings.
 - Coordinates with Technical Services on new development projects/new construction.
 - Works with Distribution Supervisor to coordinate meter reading functions.
 - Receives and maintains meter stock.
 - Creates new accounts/service locations for new construction.
 - Sequences metered accounts for new development.
 - Invoices customers for hydrants, backflow devices, meter boxes, etc.
 - Prepares various billing and statistical reports.

- Reconciles service complaints and billing problems.
- Coordinates with Program Manager on customer outreach (bill inserts, etc.).
- Leads utility billing team when required.

Qualifications

Utility Billing Specialist I

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Principles of customer service.
- Basic operation of automated office machines including calculator, computer, keyboard, printers, scanners and other peripherals, copier, and facsimile machine.
- Basic arithmetic including addition, subtraction, multiplication, and division; calculation of decimals, ratios, percentages, and fractions.
- Windows and Windows based programs.

Ability to:

- Perform basic ten key.
- Perform basic data entry.
- Learn basic functions of the District billing program.
- Perform mail and bank pickup.
- Make arithmetic calculations quickly and accurately.
- Analyze and evaluate customer complaints.
- Maintain sufficient inventory of supplies for administration division.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, and the public.
- Represent the District in a positive and professional manner.
- Communicate with District management, co-workers, and the public in written and oral form.

Utility Billing Specialist II

In addition to the qualifications for the Utility Billing Specialist I:

Knowledge of:

- District policies, procedures, and standards.
- General functions of District billing program.
- General billing practices and record keeping methods.

Ability to:

- Perform proficient ten key.
- Perform proficient data entry.
- Perform a variety of difficult and sensitive utility billing functions.
- Maintain and update payment and billing records.

Utility Billing Specialist III

In addition to the qualifications for the Utility Billing Specialist II:

Knowledge of:

- Bankruptcy and lien process.
- Construction meter process.

Ability to:

- Perform reconciliation of difficult accounts receivable transactions.
- Audit and adjust financial records.
- Analyze and evaluate financial and account records drawing logical conclusions and making decisions.
- Interpret, understand, apply, and explain utility rules, procedures, policies, codes, and ordinances.
- Compose clear and concise reports.
- Use and operate a calculator, computer, utility billing software, and other office equipment.
- Establish and maintain cooperative working relationships with outside vendors and contractors.
- Communicate with outside vendors and contractors in written and oral form.

Senior Utility Billing Specialist

In addition to the qualifications for the Utility Billing Specialist III:

Knowledge of:

- In depth functions of District billing program.
- Meter reading software.

Ability to:

- Resolve billing software malfunctions.
- Lead and monitor team to achieve project goals.
- Lead a project with little to no supervision.
- Prioritize and manage tasks; apply critical thinking skills.
- Communicate proficiently with District management, co-workers, the public, outside vendors and contractors in written and oral form.

Physical Requirements

- Using fine gross motor coordination in performing data entries into the computer while sitting for prolonged periods of time.
- Coordinate eyes, hands, and fingers to perform semi-skilled tasks including typing and calculating.
- Hear normal conversation in person and/on the telephone.
- Vision must be sufficient to accomplish the duties of the position, which may include operating a company vehicle.
- Lift, carry, push, and pull 25 pounds.
- Travel infrequently by vehicle for District related duties and activities.
- Intermittently twist and reach office equipment.

Required Certifications and Licenses

Possession of a valid Class C Driver's License.

Required Education and Experience

High school diploma or equivalent; and

Utility Billing Specialist I

One (1) year of customer service experience.

Utility Billing Specialist II

Two (2) years of increasingly responsible customer service experience.

Utility Billing Specialist III

Three (3) years of increasingly responsible customer service experience.

Senior Utility Billing Specialist

Five (5) years of increasingly responsible customer service experience.