

UTILITY BILLING ASSISTANT

DEFINITION

Under the general supervision performs a variety of simple to complex duties associated with the operation of the City's computerized utility billing system to include ensuring the accuracy of data, producing utility bills and associated reports, maintenance of database operations including troubleshooting system failures and coordinating upgrades, maintenance of rate tables, creation of customized reports and spreadsheets and performing Utility Assistant I and II duties as required. Performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives immediate supervision from the Revenue Manager. Exercises no supervisory responsibility over employees. May provide some training and direction to Utility Assistants I and II positions regarding office, cashiering and billing procedures.

TYPICAL DUTIES

1. Maintains utility billing system operations to include investigation of system failures, performing minor corrections, coordinates with consultant to make repairs, test system upgrades and recommends design changes.
2. Edits data entry on meter reads and terminals, compiles data for accuracy, schedules and prints utility bills, reports, penalties, hydrant meters, and late notices. Reviews and reconciles utility billing reports.
3. Creates and maintains spreadsheets to calculate reimbursable charges.
4. Implements and maintains multiple rate tables for utility billing system to include increases/decreases to rates, prorations, and flow charges.
5. Establishes new development accounts in the utility billing system and calculates residential demand charges based upon sewer capacity. Assists in mapping new development meter reading routes.
6. Creates ad-hoc reports using the utility billing report writer for departmental status reports, rate studies, public inquiries, and water conservation information.
7. May perform Utility Assistant I and II duties, including work in the field as required.
8. Instruct personnel in the proper use of the utility billing system.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Utility billing system applications and other office software products.
2. Account reconciliation methods.
3. Cash handling procedures.

Skill to:

1. Understand and operate a computerized utility billing system.
2. Read, understand and reconcile simple financial reports.
3. Review numerical data for accuracy.
4. Communicate clearly and effectively with a variety of customers, both internal and external.
5. Create computerized worksheets and reports.

Education:

High school degree or GED equivalent required.

Experience:

Two years experience in performing basic financial recordkeeping/clerical tasks, reading water meters, and/or using a computerized financial or billing system. Customer Service experience is required. Experience using electronic worksheets preferred.

License:

Valid California drivers license.