**UTILITY BILLING REPRESENTATIVE**

**Position Description #5**

**Basic Function**

Under general direction of the Manager of Utility Billing, performs varied assigned duties necessary for successful completion of District billing functions, assisting in administrative service areas as needed.

**Primary Duties and Responsibilities**

1. Responsible for generating and completing non-pays.
2. Perform multiple duties required to prepare accounts for billing, including but not limited to, processing adjustments on accounts, bill corrections, preparation of billing schedule, processing reports and changing rates
3. Prepare bills for transportation accounts
4. In absence of Marketing Administrative Assistant and Utility Service Rep, monitor builders’ email box, making work orders as needed.
5. Process work orders in personal filter, billing and posting as needed.
6. Set up locations for commercial and residential accounts received from Marketing staff.
7. Process delinquent notices as needed
8. Process customer tax exemption certificates.
9. Process work orders as needed.
10. Provide assistance to meter readers in the field.
11. Assist customers over phone and at counter as needed.
12. Work write-off accounts on an as needed basis and send to collection agency.
13. Proof billing register for accuracy in preparation of billing.
14. Process final customer billing as needed.
15. Process regular customer billing as needed.
16. Process deposit refunds and submit to Accounts Payable for processing.
17. Attend training sessions as assigned by Manager of Utility Billing.
18. Coordinate with Utility Service Representative to ensure phones are covered during periods of absence for lunch, sickness and vacation.
19. Complete other projects and special assignments as required.

**Knowledge, Education & Skill Requirements**

Requires graduation from high school and a minimum of 5 years billing experience with fully computerized billing system or equivalent experience in customer service. Utility billing experience preferred. Must have ability to meet and deal effectively with the public and work with people in a tactful and efficient manner. Must have ability to learn and implement District policies and procedures. Working knowledge of Microsoft Office is required.

**Other Significant Facts**

Confidentiality: Absolute confidentiality is required in day to day work.

Working Conditions: Works inside in normal office environment.

Drug/alcohol Testing: Employees in this position are required to undergo testing for alcohol and illegal drugs.

**This position description should not be construed to imply that these are the exclusive duties of this position. Employees may be required to follow other instructions, and to perform other related duties, that may be required by their supervisor.**

Employee Signature Date

04/22