

**CUSTOMER SERVICE UTILITY BILLING TECHNICIAN**

**DEFINITION**

Under general supervision, performs administrative and customer service support duties; provides direct customer service associated with utility payments, responds to complaints, and provides information, provides assistance for a wide variety of assignments related to the administration of departmental projects and programs; performs related work as required and other duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the *Assistant to the City Manager*. May also receive functional supervision from the City Manager's Office and/or designee. No direct supervision of staff is exercised.

**CLASS CHARACTERISTICS**

This is the journey-level class that performs varied administrative and customer service support duties, including providing assistance to the public and staff regarding department-related projects and programs. While employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit, work is still reviewed regularly by assigned management and/or supervisory staff.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Operates computer billing system to upload and post utility payments received via electronic transfer.
- Downloads water use data from meter readers and uploads data into computer billing system.
- Operates and conducts utility account starts and stops.
- Reviews and makes recommendations to supervisor on utility billing credits and adjustments.
- Prepares final billing data for review by Public Works Director.
- Performs daily system troubleshooting and problem solving to improve efficiency.
- Reports system failures and consults with vendor support for technical solutions; coordinates the resolution of system applications with outside vendors.
- Reconciles a variety of customer utility accounts. Provides customer service at the front counter including receiving and processing payments, preparing receipts, answering questions, problem solving with customers, processing customer change information, and making the necessary changes to customer records.
- Performs general reception duties; Answers customer inquiries by phone, in person, or by email; responds to complaints and requests for information from the public; directs callers to appropriate City staff; assists and/or directs the public to appropriate locations/staff; represents the City to all callers and visitors in a professional and customer friendly manner.
- Performs daily confirmation and authentication of the automated utility posting files.
- Provides cross training for other back-up administrative staff members as necessary.
- Performs a wide variety of routine to complex administrative and clerical duties to support departmental operations, including filing, preparing records and monthly reports and data entry.

- Maintains accurate and detailed records, verifies accuracy of information, and records information.
- Verifies and reviews forms for completeness and conformance with established procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other assignment-specific equipment; may perform basic maintenance and troubleshooting on assigned equipment.
- Gathers, assembles, and distributes a variety of City specific information, forms, records, and data as requested.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Practices and procedures related to accounting for billing purposes and the maintenance of customer accounts.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to the work, including utility billing software, word processing, database, and spreadsheet applications.
- Business arithmetic techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with and providing a high level of customer service to the public and City staff, in person and over the telephone.

### **Ability to:**

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service.
- Communicate effectively with Spanish speaking customers
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Make accurate arithmetic and basic financial computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Interpret and implement policies, procedures, and technical processes.
- Organize, maintain, and update office database and records systems.
- Maintain detailed and accurate records.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade, and two (2) years of experience in customer service, maintaining financial and billing records, and/or related technical office support.

### **License:**

None.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.