

## CITY OF FERRIS JOB DESCRIPTION

**JOB TITLE:** Utility Billing Clerk  
**DEPARTMENT:** Finance  
**REPORTS TO:** Finance Director  
**HOURLY PAY:** \$12.98

**DATE:** 10-11-2016

### SUMMARY OF JOB

Works under the direction of the Finance Director. This is a highly independent and responsible position that accomplishes a wide variety of customer service duties.

### PRIMARY DUTIES AND RESPONSIBILITIES

- Provides public relations support by greeting the public, answering telephones, and receiving inquiries and concerns from citizens. Provides appropriate information and directs citizens to appropriate departments for assistance when necessary.
- Accepts applications for utility services and determines what services the City provides to that address, checks application and/or lease agreements for accuracy, and enters information into computer.
- Prepares and processes work orders for various City services including, but not limited to water connects, disconnects, and transfers, water meter installations, meter tests, meter re-reads, delivery of sanitation containers, checks for leaks, and verification of services.
- Responds to and resolves difficult and sensitive inquiries and complaints from citizens and other agencies regarding charges, delinquencies, refunds, and City services. Responds verbally, and sometimes in writing, to difficult complaint calls relating to billing policies and procedures.
- Inputs, retrieves, and updates customer data and account status related to utility billing accounts into the utility billing system.
- Researches and prepares adjustments to utility accounts for incorrect billings and, upon approval from supervisor, enters adjustments into utility billing system.
- Receives payments from the public, both through the mail and in person, for a variety of City services. Checks payments for accuracy and posts payments into the computer.
- Maintains accurate daily computer input - accounting for all cash transactions and payments.
- Receives deposits from other city departments, verifies deposits for accuracy and produces receipt of deposit on cash register into proper general ledger code for that particular revenue, fee, or service charge.
- Analyzes delinquent accounts and makes determinations regarding appropriate action, including extending payment agreements or disconnecting services.
- Receives, investigates, and posts returned checks back to utility accounts for collection.
- Performs a variety of general duties including typing, maintaining files and records, gathering information, and maintaining supplies.
- Prepares a variety of reports daily, weekly, monthly, and annual reports.
- Calculates winter averaging for sewage rates.
- Adjusts customer water bill for leaks and misreads.
- Issues licenses for Animal Control department.
- Coordinates calendar availability, accepts applications and payments for facility reservations.
- Accepts applications, payments and issues Garage Sale Permits.
- Issues landfill passes.

Utility Billing Clerk (Customer Service) 10-11-2016

- Performs all other work as assigned or as required.

## **JOB DIMENSIONS**

### **A) ACCOUNTABILITY**

Responsible for researching customer questions, complaints, and billing inquiries with the highest degree of courtesy to facilitate processing and documentation to resolve customer issues.

### **B) DECISION MAKING**

Interprets departmental policies and procedures.

### **C) SUPERVISION**

Works individually under the administrative direction of the Finance Director.

### **D) CONTACT WITH OTHERS**

Maintains consistent contact with the public, Finance employees, other departments, and City Manager.

### **E) SUPERVISES**

This is a non-supervisory position.

## **WORKING CONDITIONS**

### **A) EFFORT**

Approximately 85% office activities, 5% City business out-of-area, 5% walking in and around City complex, and 5% representing the City.

### **B) ENVIRONMENT**

Performs work under normal office conditions and in the field. Able to represent City at functions outside of the City offices.

### **C) HAZARDS**

Standard occupational office hazards.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **A) EDUCATION AND TRAINING**

High school diploma or G.E.D. is required.

### **B) EXPERIENCE**

One (1) year cash handling, billing, and customer service experience preferred.

### **C) CERTIFICATES AND LICENSES**

### **D) EQUIPMENT AND MACHINERY**

Operates computers, printers, ten-key, fax machine, typewriter, copy machine, telephone, and job specific software.