
City of DeFuniak Springs – Utility Billing Assistant

FLSA STATUS: Non-Exempt
SUPERVISORY STATUS: Non-Supervisory

DEPARTMENT: Finance
REPORTS TO: Utility Billing Supervisor

JOB SUMMARY:

This position performs a variety of complex administrative, clerical, data processing work, calculating, posting, and verifying duties to obtain financial data in relation to utility accounts in the Finance department.

ESSENTIAL JOB FUNCTIONS:

The following statements describe the principal functions of this job and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

- Operate, maintain and balance cash drawer.
- Posts customer payments by recording cash, check and credit card transactions.
- Responsible for the collection of utility bills and miscellaneous receivables within the City.
- Post transactions to billing records such as payments, adjustments and/or billings.
- Enters information into the computer and/or computes amounts due.
- Assists in maintaining and creating utility customer accounts and workorders.
- Maintain utility account service/workorders timely. To include accuracy, completion, reporting and filing – paper records per State of Florida Records retention schedule; and electronic format.
- Receives phone calls and citizen visits concerning billings and/or services.
- Downloads meter read file for monthly meter reading, efficiently and timely.
- Upload of electronic meter reading file into billing software, in a timely manner.
- Analyzes data received from the field to ensure proper billing information is maintained.
- Uses analytical skills to verify information from complex data.
- Customer consumption review and reported, in a timely manner.
- Prepares correspondence, as assigned, for review by immediate supervisor.
- Maintains accurate files, including pulling and filing customer applications, work orders and other documents, and maintains files in a current, neat and orderly manner.
- Create and maintain accurate electronic records, to include scanning, reviewing, and filing, appropriately and timely
- Compiles accurate reports, invoices, schedules, and other data as needed.
- Answers questions concerning utility accounts and ensures that all utility customer complaints are handled professionally, timely and efficiently.
- Responds promptly and professionally when returning telephone calls and replying to correspondences.
- Complete, respond and file received Lien searches
- Provides support to Utility Billing Supervisor and Customer Service Representative as necessary.
- Adhere to collection procedures and assist with account uncollectables
- Adheres to and makes decisions in accordance with applicable laws, rules, regulations, policies, city resolutions and ordinances
- Adheres to work schedule and attendance requirements.
- Adheres to all safety rules and regulations.
- Performs other duties as directed and required.
- Must create a positive public image as a representative of the City.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of modern office techniques, procedures, and practices.
- Skilled in operating with appropriate speed and accuracy a variety of standard office business equipment including a computer, printer, typewriter, telephone, calculator, copier, and fax machine.
- Skilled in dealing with customers and able to handle stressful situations.
- Cash handling with accuracy and promptness.
- Ability to learn the City ordinances as they relate to the Finance department.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to communicate effectively verbally and in writing with employees, supervisors, department directors, other governmental agency representatives, and the public.
- Ability to use specified computer applications involving word processing, spreadsheets, data entry, and standard report generation.
- Ability to meet multiple deadlines and possess strong organizational skills, including attention to detail.
- Ability to establish successful working relationships.
- Ability to work under pressure with frequent interruptions, which may include angry or difficult customers.
- Ability to exercise considerable tact and courtesy in contact with general public.

QUALIFICATIONS, TRAINING AND EXPERIENCE:

Required Qualification(s): High School Diploma or GED. Must be bondable and requires a valid Class E Florida driver license.

Preferred/Desirable Qualification(s): An Associate's Degree in accounting or general business is preferred. A progressively demonstrated skill of at least three (3) years of experience and aptitude for performing utility billing, preferably in the public sector, is desired. May substitute any combination of training and experience which provides the required knowledge, skills and ability to perform the job. A preferred typing speed of 35 w/p/m or better. Being bilingual is highly preferred.

Special Requirement(s): Must have knowledge of cash handling, personal computers, office equipment and Microsoft Office Environment. Must be detail oriented and have the ability to multi-task and work in a fast-paced office environment.

PAYGRADE: 59

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee successfully to perform the essential functions of this job. The work environment characteristics are those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Demands:

Must speak, read, write and comprehend fluent English. Requires the ability to use both hands and eyes using modern office equipment and must have moderate levels of eye/hand/foot coordination. Requires use of hand/fingers to handle, feel, and operate objects, tools, or controls such as keyboard, and reach with hands and arms. Specific vision abilities require close vision and the ability to adjust focus. Requires the ability to differentiate colors and shades of colors and the ability to talk and hear. Must be able to lift and/or move up to 25 pounds. Physical demands are in excess of sedentary work; requires prolonged periods of standing. Requires the ability to maintain body equilibrium to prevent falling when walking or standing on uneven surfaces and when bending, stooping, crouching, climbing, reaching and/or stretching arms, legs or other parts of the body.

Work Environment:

Typical work environment will be in an office setting. The noise level is usually quiet to moderate. Occasionally exposed to outdoor weather. Requires occasional travel representing the City at meetings, in various professional associations, post office, financial institution, or for training and career development. Subject to be called in on a holiday or during an emergency situation.

This job description is not intended to be a contract for employment, and the employer reserves the right to make any necessary revisions to the job description at any time without notice.

Employee Signature: _____ Date: _____