



Position Title: Billing/Collection Specialist
FLSA Status: Non-Exempt
Status: Full-Time
Supervisor: Assistant City Manager/City Engineer
Supervises: None
Salary: \$20.61 - \$25.35 hourly (\$3,573 - \$4,394 monthly)

CLASSIFICATION SUMMARY

Performs detailed bookkeeping and accounting duties for sewer, water and other utility funds which include the preparation, verification, and maintenance of accounting, billing and collection records, and financial reports related to accounts payable and receivable for utility billing. The position calculates and creates monthly utility bills; maintains accounts receivable and payable; reconciles accounts and journal entries; creates new accounts; determines appropriate water and sewer classifications for accounts and provides front counter support.

SUPERVISION RECEIVED/REVIEW OF WORK

Works under the general supervision of the Assistant City Manager/City Engineer.

SUPERVISION/LEAD WORK EXERCISED

This is a non-supervisory position. Lead work/coordination of the work of others is not a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

ESSENTIAL FUNCTIONS - DUTIES AND RESPONSIBILITIES

The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

Accurately bills water, sewer and other utility accounts, including residential, multi-family, domestic industrial, and industrial accounts utilizing computerized billing software, including water, sewer, fire hydrant, industrial and final billings; and other miscellaneous city billing(s) as may be required. Verifies meter reader reports, i.e., no consumption, mis-read meters, meter maintenance, and new meter reports, making sure information is correct before importing the information into the customer base file. Audits Caselle generated reports verifying usage reports against billing reports to confirm that billing amounts are accurate prior to committing billing information into the accounts receivable module. Updates accounts receivable and establishes collection dates.

Audits accounts on a regular basis to ensure they are billed correctly, water and sewer rates charged are correct, and other account information is accurate. Process final bills.

Ensures automated withdrawals from customer accounts are processed accurately and in a timely manner. Prepares monthly and yearly financial and statistical reports. Enters, maintains, and updates customer information in a database. Inputs meter reads electronically into the database; verifies meter reads and water consumption are accurate utilizing standard reports. Establishes new accounts based on information received. Maintains monthly billing statistics.

Maintains collection database, processes various collection functions, including generating delinquent notices, collection adjustments, and receipts. Contacts customers via telephone and letter to collect past due amounts on final accounts. Submits uncollectible accounts to a credit agency.

Responds to customer or staff needs over the telephone or via email in an effort to solve customer issues regarding service, billing or payment inquiries. Audits customer inquiries using judgment in issuing a back bill or credit, as necessary. Processes Past Due Notices and interest weekly in accordance with payment schedule. Audits customer closed accounts researching and issuing refunds. Performs prep work on closed accounts in an effort to prepare collection letters. Transfers accounts to collection agency and adjusts accounts receivable totals.

Annually, prepares, inputs, verifies, and calculates sewer lien information to the County Recorder's office. Transfers past due sewer accounts to the county tax assessor on an annual basis.

Prepares and enters daily cash receipts by using a scanning machine. Audits, prepares, sends and applies payments to customer accounts. Balances, reconciles, and posts balances daily. Maintains accounts receivable information. Prepares and audits monthly financial reports for the water and sewer funds.

Generates disbursement requests for overpayments on customer accounts. Verifies funds are sent to the correct party.

Provides input and assists in development, review, evaluation, and testing of proposals for new software implementation, upgrades, or new software product installations as assigned. Serves as liaison between department and outside agencies or other departments in ensuring proper hardware or software installations and troubleshooting system problems as assigned.

Assists at front counter in greeting guests and taking payments and answering customer questions. Collects, prepares and processes large sums of money received from throughout the City. Handles cash out of tills and prepares bank deposits. Inputs banking information in the general ledger spreadsheet. Balances pay files, enters payments into cashing and utility billing software.

Assists other staff in the performance of their duties as assigned.

Trains other employees as assigned.

Operates a motor vehicle safely and legally.

Maintains regular job attendance and adherence to working hours.

Maintains professional networks and attends training sessions and conferences as necessary to maintain skills and keep abreast of issues and practices related to position.

Represents the City of Millersburg by responding to the public, citizens, its employees, and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor. Regard everyone, internal and external, as a customer and deliver the best service possible in a respectful and patient manner.

MINIMUM QUALIFICATIONS

Education and Experience

High School graduation or GED equivalent with three years' experience in a financial field such as accounts receivable, utility billing/collections, preferably in municipal government, with some exposure to computerized billing software and general accounting functions; or, an equivalent combination of experience and training which ensures the ability to perform the work may be substituted. College-level accounting, bookkeeping or business management courses, and the ability to speak Spanish are desirable.

Licenses, Certifications & Other Requirements

- Pass background investigation.
- Pass drug and alcohol testing.

ADDITIONAL QUALIFICATIONS

Knowledge, Skills, and Abilities

General knowledge of the principles, practices and procedures of accounting or bookkeeping; modern office practices and equipment, including personal computers; knowledge of governmental accounting practices.

Ability to:

- perform mathematical computations accurately and quickly.
- communicate effectively verbally and in writing.
- work under pressure with frequent interruptions and occasional contact with angry, difficult customers.
- establish and maintain good working relationships with other employees, supervisor, management, and the public, and convey a positive image of the City and its services.
- resolve problems and/or complaints diplomatically and courteously.
- maintain confidentiality of information.

Special Requirements

- Possession of or ability to obtain a valid Oregon driver's license.

- The individual shall not pose a direct threat to the health or safety of the individual or others in the workplace.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as computer keyboards; calculator; telephones.

Tools and Equipment Used

In the performance of job duties, employee will use a personal computer and various software programs including word processing, spreadsheet, database, specialized cashing and billing software; motor vehicle; calculator; multiline telephone; copy and fax machines, scanner, and other related tools and equipment.

Safety

Employees must maintain a safe work environment by complying with City safety policies and rules and by practicing safety while performing the essential functions of the position.

Work Environment/Working Conditions

The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The majority of this job is performed in an office environment where the noise level is above average with multiple phone lines ringing, other staff members talking, nearby operation of noisy equipment, frequent interruptions, and occasional contact with angry and difficult customers. Occasionally this job will work in outside weather conditions. The employee may be exposed to wet, cold, hot and/or humid conditions.

Travel is not normally a requirement of this position.

Evening/weekend work is not normally a requirement of this position.