

## **SENIOR UTILITY BILLING SPECIALIST**

Job descriptions are intended to present a broad and general range of duties which includes, purpose, responsibilities, and scope of work. Job descriptions are not intended to reflect all duties performed within the job.

### **DEFINITION**

Under general supervision, performs advanced journey-level billing tasks, including research and analysis to resolve customer billing issues, investigate variances in high/low bills, and performs complex billing functions.

### **DISTINGUISHING CHARACTERISTICS**

This is an advanced journey level and leadworker classification that is distinguished from Utility Billing Specialist in that this class performs the most complex customer service tasks that require analysis, judgement and decision making. This position may also train, mentor, assign and monitor the work of lower-level positions.

### **SUPERVISION EXERCISED AND RECEIVED**

May exercise lead direction over Utility Billing Specialists, Customer Service Representatives or clerical support staff. Receives general supervision from higher-level personnel.

### **EXAMPLES OF DUTIES**

Duties may include, but are not limited to the following:

Oversees the billing and e-billing platforms, including system upgrades or updates, recommends and implements process improvements, develops and maintains procedures, ensures accurate records and data entry;

Provides technical guidance regarding policies and procedures to staff and other City departments;

Reviews work for accuracy, completeness, format, and compliance with policies;

Performs and oversees complex manual billing processes, including industrial, solar, general and utility billing, identifies and implements necessary process changes, including manual and system-based updates, ensures efficiency, accuracy, and compliance with established policies and procedures;

Develops and maintains standard operating procedures (SOP's) for utility billing; implements and provides training on SOPs;

Provides a high level of customer service to internal and external customers;

May provide direction, lead, train, mentor, assign work to, or monitor work of Customer Service Representatives and Utility Billing Specialists;

Participates in the development and implementation of department programs, systems, procedures and methods of operations, including computer-based systems;

Creates, maintains and monitors computerized files, databases and directories; conducts record searches and prepares statistical work sheets and other required documents; audits documents, verifies accuracy and ensures compliance with applicable regulations;

Resolves the most complex problems involving customers' statements, fees, payments and other service-related problems; researches historical billing information, conducts analysis, analyzes consumption patterns, detects irregularities and uses judgement and decision-making skills to resolve errors;

Processes utility billings: inputs information into customer programs which produce a variety of service orders directed to field services personnel; edits bill batches for exceptions, compares accounts to rate schedule standards, researches account historical data to determine correctness, and approves bill batches for billing according to assigned rate schedules;

Acts as a liaison to Field personnel to initiate or resolve issues relating to high or low bill investigations, meter reliability, disconnects and reconnects;

Operates a personal computer to access customer account data from multiple computer systems; interprets and explains charges, policies, procedures, special programs and rates; initiates appropriate transactions to satisfy customer requests and internal accounting procedures;

Performs other duties related to the operation of the department and the city including additional duties that enable the department and City to meet the diverse needs of its community.

### **MINIMUM QUALIFICATIONS:**

#### **Knowledge of:**

Billing principles and practices, customer service principles and practices, including conflict resolution;

Utility rate structures and schedules;

Working principles of electric and water meters;

Research and analysis techniques;

Department policies and procedures pertaining to utility billing and collection;

Standard office equipment, including personal computer, and computer software such as Microsoft Word, Excel, Outlook and financial applications/programs.

**Ability to:**

Perform complex mathematical computations and billing accurately;

Conduct research, analyze data and recommend solutions using independent judgement and decision-making skills; organize and maintain accurate financial and customer records;

Operate a personal computer using various software programs, financial applications and job-related software; operate common office equipment;

Communicate effectively, understand and follow oral and written instructions; interact with the public and staff efficiently and courteously; communicate clearly and concisely;

Establish and maintain cooperative and effective relationships with those contacted during the course of work;

Assign and monitor the work of subordinate staff; provide technical expertise to lower-level positions;

Understand and explain policies and utility rates to customers.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to education and experience that would likely provide the required knowledge and ability would be qualifying. A typical combination is:

**Education:**

Equivalent to completion of high school. Associate degree from an accredited college or university in Finance, Accounting, Business Administration or comparable degree is highly desirable.

**Experience:**

Five years of experience performing a variety of customer service tasks related to utility billing, service disconnects and reconnects, high/low bill investigation, customer inquiry resolution, and collecting, recording and balancing cash OR two years as a Utility Billing Specialist with the City of Lodi.

**WORKING CONDITIONS**

**Environmental Conditions:**

Mental and/or physical ability to work in a standard office environment with extensive public contact.

**Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary to see well enough to read, write and make observations, hear well enough to converse on the telephone and in person; bodily mobility to occasionally walk, bend, kneel, reach, stand, or crouch; for sitting for prolonged periods of time; operate assigned office equipment, requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; effectively deal with situations, which includes dealing with members of the public.

\*FLSA Status: NON-EXEMPT