

BEAR VALLEY COMMUNITY SERVICES DISTRICT

JOB DESCRIPTION

JOB TITLE:	BILLING CLERK
DEPARTMENT:	ADMINISTRATIVE SERVICES
REPORTS TO:	ADMINISTRATIVE SERVICES DIRECTOR

JOB SUMMARY:

Under the supervision of the Administrative Services Director, performs clerical and customer service work of moderate difficulty associated with providing customers with utility services, collecting payments on delinquent utility accounts, performing analysis to assist customers with problems or questions concerning utility bills, making corrections to ensure proper billing status, processing related documentation and performing data entry.

DISTINGUISHING CHARACTERISTICS:

The position of Billing Clerk is a customer-facing role, often acting as the face and voice of the District. This position requires incumbents to demonstrate a friendly, professional and polite manner to the public and co-workers. Incumbents must possess strong attention to detail and organizational skills including planning, time management, scheduling, coordinating resources and meeting deadlines.

SUPERVISION RECEIVED/EXERCISED:

All duties are performed under the supervision of the Administrative Services Director. Billing Clerk does not perform any supervision of any classification.

ESSENTIAL FUNCTIONS STATEMENTS:

Essential functions, as defined under the Americans with Disabilities Act, may include the following duties and responsibilities, knowledge, skills, and other characteristics. This list of duties is illustrative only and is not a comprehensive listing of all functions and tasks performed by this position.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all the listed duties and may be required to perform additional or different duties from those set forth below to address agency or departmental needs and changing business practices.

- Process various utility account activities, including new account setup, account closings, account transfers, adjustments, meter reading re-checks, changes in service, changes in name/address, utility removal/relocation and other account activities
- Prepare meter route sheets for field staff; review data to identify inaccurate meter readings and potential errors; contact customers regarding meter obstructions; notify customers of unusual usage as time permits
- Enter utility account billing data into computer system; generate billing reports; review reports for accuracy; transmit billing information to printing service; approve proofs

- Process late payment charges; follow procedures for discontinuation of service
- Work with escrow, mortgage and real estate professionals to process demands and ownership changes; process final bills for mailing
- Make recheck, reread, audit, and weatherization work orders for fields personnel; prepare work orders and fill in appropriate data
- Perform customer service functions; provide assistance and information related to utility services, accounts, bills, procedures, forms, problems or other issues; respond to routine questions, complaints or requests for service; research account discrepancies, problems on accounts; respond to question; initiate problem resolution
- Perform administrative functions; answer telephone, convey messages, handle inquiries at the front desk and direct customers to the appropriate staff member; respond to routine requests for information or assistance from customers, employees, the public or other individuals.
- Monitor and research delinquent accounts; initiate communications to collect payment on delinquent accounts; process write-off of delinquent accounts as appropriate.
- Research returned mail for address corrections.
- Process requests for extensions in service; explain extension policies; review documentation to determine eligibility for extension; approve or deny extensions; prepare extension agreements.
- Post payments to proper account on computer; maintain computerized records of transactions.
- Prepare or complete various forms, reports, correspondence, work orders, utility bills, agency vouchers, extension agreements, purchase requests, logs or other documents.
- Establish and release liens, stay current on foreclosures and adjust utility accounts per bankruptcy instructions
- Communicate with supervisor, employees, meter readers, field staff, District departments, outside agencies, customers, the public, contractors and other individuals as needed to coordinate work activities, review status of work, exchange information or resolve problems.
- Attend meetings, seminars and training sessions and workshops as necessary to acquire/impart knowledge as needed.
- Provide assistance or backup coverage to other employees or departments as needed.
- Perform other related duties as required.

EDUCATION & TRAINING

Any combination of education, training, and experience which would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required knowledge and abilities is as follows.

Education:

Equivalent to graduation from a U.S. high school or passing score on the General Education Development (GED) exam.

Experience:

Six to 12 months administrative or customer service experience and/or training.

License or Certificate:

Possession of a valid Class C California Driver's License and ability to maintain a clean driving record.

KNOWLEDGE AND ABILITIES***Knowledge of:***

- Office computer hardware and software applications and office machines
- Basic accounting methods
- Modern office methods and procedures
- Methods and techniques of effective public relations
- Pertinent federal, state, and local laws, rules and regulations
- Government code and special district policies and procedures
- Government structure and professional methods of communication
- Department guidelines, regulations, and statutes
- Principles and practices of office administration
- Records management principles

Ability to:

- Communicate effectively with the public in oral and written form, and professionally represent the District
- Manage time well, be highly organized and plan work assignments effectively to maintain a smooth flow of record keeping and information processing
- Meet deadlines and prioritize work
- Maintain appropriate confidentiality of information
- Identify and respond to internal and external issues and concerns
- Operate standard office machines and computer software proficiently
- Accept correction and constructive criticism and apply it to performance
- Use office processing systems and other office machines
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Follow established codes, policies and guidelines
- Perform work in accordance with safety regulations, guidelines and practices
- Understand and carry out oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain cooperative working relationships with all levels of employees and customers

PHYSICAL DEMANDS:

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to have: hearing and speech adequate to communicate in person and by telephone; the ability to see within normal

parameters with close and distance vision; the ability to sit, stand, walk, bend and reach; use of hands and fingers to operate a computer keyboard and communicate through written means; strength to lift and/or move up to 15 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of 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 functions.

The duties of this position are generally performed under work conditions found in a typical indoor office environment. Travel to and work at out-of-office locations may be required. The noise level of the work environment is usually moderate.

DISASTER SERVICE WORKER:

In accordance with Government Code Section 3100, District employees, in the event of a disaster, are considered disaster service workers and are required to report for duty and respond accordingly.

EMPLOYMENT CONDITIONS

Fair Labor Standards Act: Non-Exempt

Bargaining Unit: CFPSE

Appointment and Removal Authority: General Manager

Approved: 11/12/20