

JOB TITLE:	Utility Billing and Customer Solutions Specialist		
Reports to:	Assistant Office Manager		
Department/Group:	Water / Wastewater Administration	Job Status:	Non-Exempt
Location:	Ocala, Florida	Travel Required:	Yes

MAJOR FUNCTIONS

This is a front-line administrative position that provides basic and semi-complex accounting and/or utility billing functions. Employees in this position will perform customer service to the members of the general public in matters related to applications for water and/or wastewater service, responding to customer utility billing inquiries and complaints, and processing of billing and collection and recording of utility payments.

JOB DESCRIPTION:

ESSENTIAL FUNCTIONS

THESE ESSENTIAL JOB FUNCTIONS ARE NOT TO BE CONSTRUED AS AN ALL-INCLUSIVE STATEMENT OF ALL DUTIES PERFORMED. INDIVIDUALS MAY BE REQUIRED TO PERFORM OTHER JOB RELATED DUTIES AS ASSIGNED, INCLUDING WORKING IN OTHER FUNCTIONAL AREAS TO COVER ABSENCES OR RELIEF TO BALANCE THE EXISTING WORK LOAD BETWEEN STAFF. INDIVIDUALS ARE REQUIRED TO REPORT TO WORK AT THE APPOINTED HOUR, AS SCHEDULED, AND WORK THE ENTIRE ASSIGNED SHIFT.

UTILITY BILLING AND CUSTOMER SOLUTIONS SPECIALIST

BILLING AND COLLECTIONS

- Processes monthly utility statements.
- Accurately processes utility payments and deposits.
- Daily bank runs.
- Reviews overdue accounts and prepares correspondence related to collections.
- Maintains customers' accounts and files on a daily basis.
- Prepares clear and comprehensive reports.
- Monitors meter inventory.

PAYABLES

- Processes invoices.
- Issues purchase orders.
- Maintains vendor files.
- Issues annual tax related documentation.
- Handles petty cash.

SERVICE RELATED

- The primary contact for customers.
- Receives and processes applications for service for residential and commercial properties.
- Processes daily work orders.
- Performs data entry for new meter installations and replacements.
- Processes monthly meter reading.
- Ability to analyze customer ledgers and reports.
- Demonstrates clear and concise written and verbal communication.
- Works efficiently and tactfully in a demanding high stress environment
- Works well in a team environment.
- Maintains professional appearance.

Non-Essential Job Functions

- Performs general custodial duties to keep work area clean and orderly.
- Occasional travel to training seminars.
- Performs other related duties as assigned.

SUPERVISION

This position has no supervisory responsibility.

PHYSICAL DEMANDS

- Required to sit for prolonged periods of time.
- May on occasion require lifting, carrying, pushing, and/or pulling less than twenty (20) pounds without assistance.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

REQUIREMENTS PERTAINING TO EXPERIENCE, EDUCATION, LICENSES, AND CERTIFICATIONS

(A comparable amount of training, education, or experience can be substituted in lieu of certain minimum qualifications)

Utility Billing and Customer Solutions Specialist

	Utility Billing and Customer Solutions Specialist I	Utility Billing and Customer Solutions Specialist II
Accredited high school diploma OR possession of an acceptable equivalency diploma	Required	Required
Valid Florida driver's license	Required	Required
American Red Cross CPR/First Aid Certificate	Preferred	Preferred
Training / Experience Requirements	Previous customer service preferred. (Utility experience preferred): <ul style="list-style-type: none"> • Demonstrated general office and computer skills. • Cash drawer, banking, or accounting experience preferred. 	Previous customer service required (utility experience preferred): <ul style="list-style-type: none"> • Customer service • Work orders • New meter installs • Register and meter change outs • Upload and download meters on a monthly basis • Analyze the meter exception reports • Disconnection/ Reconnection • Estimating usage • Residential Transfers of service • Residential Security Deposits / Refund requests • Processes e-lockbox payments, credit card payments and check verification • Adjustments • Assist with end of month tasks
Responsible duties	<ul style="list-style-type: none"> • Customer service • Work orders • New meter installs • Register and meter change outs • Upload and download meters on a monthly basis • Analyze the meter exception reports • Disconnection/ Reconnection • Estimating usage • Residential Transfers of service • Residential Security Deposits / Refund requests • Processes e-lockbox payments, credit card payments and check verification • Adjustments • Assist with end of month tasks 	<ul style="list-style-type: none"> • Billing • Penalties • Collections • Accounts Receivable • ACH • Estoppels • Commercial Transfer of Service • Commercial Security Deposits • ERC calculations • Journal Entries • Accounts payable • Meter inventory • Per Capita / Connections • Backflow Testing Notification • Assist with the monthly regulatory reports
Experience (years)	0-1	2-3

ENVIRONMENTAL CONDITIONS

The work environment characteristics described below are representative of those an employee may encounter while performing the essential functions of their job:

- Works inside office.
- Noise Level for this environment is moderate.

JOB SKILLS AND MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. The following are requirements representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to conduct presentations and safety trainings.
- Ability to effectively present information and respond to questions of managers, clients, customers and the general public both orally and in writing.
- Ability to write reports and business correspondence.
- Ability to cross train personnel.

Mathematical Skills

- Ability to calculate figures and amounts such as percentages and ratios.
- Ability to interpret and convey bar graphs.
- Ability to analyze and interpret accounting and billing processes and make an educated recommendation to resolve the problem to improve operations.

Problem Solving Ability

- Ability to apply understanding to carry out instructions furnished in written and verbal.
- Ability to assist in the implementation of work plans and programs.
- Ability to resolve problems by utilizing logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Specialized Skills

- Ability to type.
- Must have working knowledge of Microsoft Office applications.
- Ability to work independently and/or in a team environment regarding time sensitive and/or complex issues.
- Ability to be detail-oriented and multi-task in a fast paced work environment.
- Ability to work efficiently and accurately in an atmosphere of frequent interruptions.

- Must have strong organizational skills, ability to prioritize tasks, research and analyze data and meet multiple deadlines.
- Ability to remain calm in stressful situations.

Machines and Equipment

Employee will be required to be proficient in utilizing and operating the following equipment to perform his/her job satisfactory:

- Computer
- Check scanner
- Telephone
- Fax Machine, Copier and Scanner
- Motor Vehicle

Additional Notes:

- Pre-employment satisfactory drug screening.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

Acknowledgment and receipt of said job description, this _____ day of _____ 20 _____.

Employee is being hired / transferred for the position of:

Utility Billing and Customer Solutions Specialist (Level) _____

Employee Printed Name

Employee Signature

DFWP/EEOC/ADA