



Accounting Specialist: Utility Billing

DEPARTMENT: Finance
CLASSIFICATION: Non-Exempt

SUPERVISOR: Finance Director
PAYROLL: Grade H

POSITION SUMMARY: Under the general direction of the Finance Director, supports the Finance Department by performing a wide variety of basic record keeping and clerical functions in the preparation, verification, and maintenance of financial records related to general accounting and utility billing.

ESSENTIAL JOB FUNCTIONS:

Any of the following duties and responsibilities may be performed and are not listed in any particular order. These examples are not necessarily performed by all incumbents, however, and do not include all specific essential functions and responsibilities an incumbent may be expected to perform.

UTILITY BILLING

- Coordinate, organize, and issue bills for all City utilities with the assistance of City's outside vendor to include maintaining and billing of utility accounts, contacting customers, resolving complaints, and perform various collection functions.
- Maintain the integrity of customer accounts and deposits, customer notes, billing, and payment records.
- Receive and answer questions from customers concerning the payment of billings and invoices.
- Advises customers of city regulations relating to billing procedures.
- Process shut-offs and reconnects including notices of renter delinquencies to owners. Collect unpaid closing bills. Assist with collection of NSF checks.
- Routinely monitor the Marion County Tax Assessor's office to keep City utility records up to date with current owner information and to prepare deposit applications to owner accounts.
- Maintain and update meter reading routes and sequences on an as needed basis.
- Maintain the collections list to be sure all paid accounts are reported correctly.
- Monitor meter readings for indications of leaks, illegal use of water, or faulty meter operation. Request re-reads as necessary, and coordinates with customer or Public Works department to correct problems.
- Maintain meter reading software and equipment including installing upgrades and working software support to interface with utility billing software.
- Run monthly reports. Balance summary reports to book totals as scheduled or requested. Advise Public Works department of anomalies indicated in reports. Prepare required utility billing schedules for audit and print report of adjustments and/or write-offs with an explanation of each incident.

- Maintain proper rate codes. Average winter water use annually to determine sewer rates and notify users of any changes.
- Work with department heads to update utility billing rate changes.

GENERAL ACCOUNTING

- Perform various accounting tasks to include preparing deposit slips, counting cash, and reconciling daily activity reports.
- Post to ledgers and journals.
- Provides customer service and performs administrative duties for the Finance Department.
- Responds to inquiries from customers, other City departments, businesses, and government agencies. Conducts research and provides staff assistance to complete special projects.
- Maintain cooperative relationships with City personnel, elected officials and other agencies.
- Demonstrate leadership to fellow employees and foster a positive environment in which employees are focused on producing quality results.
- Encourage and provide excellent customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
- Other duties as assigned.

AUXILIARY JOB FUNCTIONS:

- Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility.
- Maintain work areas in a clean and orderly manner. Serve as backup for receptionist/cashier as needed.
- Serve as Notary Public.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION / EXPERIENCE

- High School Diploma (or equivalent) and two years of experience in general office setting and resolving customer problems while dealing with the public, or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and abilities to perform the above duties. Previous experience in utility billing in a municipal environment is preferred.

- Knowledge of posting to accounting records with Caselle or other accounting software is desirable.
- Knowledge of basic accounting practices, business, grammar, arithmetic, office procedures and practices, and use of office equipment.
- Knowledge of the Microsoft Office Suite.

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.

- Usual office working environment.
- The noise level is typical of most office environments.

PHYSICAL ABILITIES

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 position, the employee is frequently required to stand, bend, kneel, stoop, communicate, reach, and manipulate objects.
- The position requires mobility.
- Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 25 pounds.
- Manual dexterity and coordination are required over 50% of the work period while operating equipment such as a computer keyboard, calculator, and standard office equipment.

SUPERVISION

- Works under the general supervision of the Finance Director.
- Supervision is not a typical function assigned to this position. May provide basic training and orientation to volunteers, students, and newly assigned personnel on site policies and practices.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

The City of Stayton is an Equal Opportunity Employer.

REQUIRED SIGNATURES

My signature below is evidence that I have reviewed and concurred that the above detailed job description appropriately describes the work of the position, including essential job functions, physical demands of the position and the minimum education and experience required of the position.

Accounting Specialist – Utility Billing

Date

Finance Director

Date