

HARDIN COUNTY WATER DISTRICT No. 1
Job Description

TITLE OF POSITION: Utility Billing Specialist (Non-Exempt, Hourly - Pay Grade NE-13)
DEPARTMENT: Customer Service / Finance & Accounting
REPORTS TO: Customer Service Supervisor
SUPERVISES: No supervisory responsibilities
REVISED: October 2021

BASIC POSITION DESCRIPTION:

Organize and direct generated information to process customer billing, final accounts, and bill adjustments and ensure accuracy of meter readings. Assure that bills are completed in an accurate and timely manner and answers questions regarding customer inquiries and billing corrections and adjustments.

ESSENTIAL POSITION FUNCTIONS:

Update and prepare customer accounts using monthly meter readings. Upload and process meter information using automated meter reading and billing system software. Review meter readings for missed, misread and/or stuck meters. Make necessary billing corrections and adjustments. Activate new and discontinuing accounts for billing. Prepare wholesale customer billing. Prepare billing of Government Contract for services provided at Fort Knox. Keep accurate file maintenance on all customers and meter changes to ensure accurate billing. Must meet strict deadlines set by regulatory agency to make sure bills, second notices and disconnect notices are sent out on time. Prepare ACH file/processing and transmission for customer automated payments. Coordinate and process all printing and mailing of bills using printing/mailing contractor. Handle customer inquiries regarding bills. When necessary, fill in for Customer Service Representatives and work with Field Service Representatives to make sure meter reading is being completed in time to meet billing deadlines. Must be available when the situation arises that requires overtime. Any and all other job duties as may be assigned.

STANDARDS OF PERFORMANCE:

Must have good communication and organizational skills, accurate key boarding skills, and strong problem solving ability. Must be a self-starter and have a working knowledge of billing and automated meter reading program software and Customer Information Systems. Must use mathematics in day-to-day processing and recognize math errors. Must have general knowledge of accounting principles.

MENTAL AND PHYSICAL REQUIREMENTS

Frequent standing, sitting or walking. Lifting objects up to 10 lbs. Generally climate controlled office. Must read documents, view and operate computer screen and keyboard and be able to operate other payment and office equipment.

WORKING ENVIRONMENT AND CONDITIONS

This position involves working within an indoor office environment around general office equipment, including computers and work stations and may require working non-traditional hours including evenings and weekends to attend meetings.

EDUCATION, EXPERIENCE AND TRAINING

Associates Degree in accounting, finance, business administration, public administration, or a related field is preferred. In addition must have three (3) years of progressively responsible administrative experience in municipal utilities, business, regulatory or sales tax licensing, or a related field or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work. Must have a valid driver's license.

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Acknowledgement for Receipt of Job Description

I have received a copy of the Job Description and have read and understand its contents.

Employee Name (Please Print) Date

Employee Signature Date

Supervisor's Signature Date