

**City of Devine
Job Description**

Job Title: Utilities Billing/Cash Collections
Reports To: City Secretary
Prepared By: Dora V. Rodriguez
Date Prepared: January 11, 2021

SUMMARY

Performs clerical tasks in the Utility Billing function, enters data into a computer and performs duties related to customer satisfaction in a fast paced environment. Maintains Utility Billing Records of all types. Responsible for customer service and accuracy of billing, payments, work orders, meter readings and all other aspects of Utility Billing. This person will also be cross-trained in other departments (Administrative, Code Compliance and Municipal Court) as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Assists with maintenance of utility records for the city's sewer and water utilities; processes billings.
- Receives utility payments and other revenue payments; posts in Cash Receipting.
- Performs utility account collection activities.
- Processes open and close requests for service forms.
- Prepares monthly meter reader books and assists meter readers in obtaining accurate information..
- Provides reception services at city hall by answering telephone, fax machine and e-mails.
- Prepares lists and enters charges and payments to customer's accounts for losses, additional deposits, special and irregular charges.
- Investigates incorrect billings due to charges or credits on customers' accounts and prepares written instructions for correction.
- Prepares lists of special billing instructions, incorporating charges shown on customers' account.
- Processes final bills that exceed amount of deposit to enter amount of net bill. Prepares and mails duplicate bills as requested.
- Keeps records of final bills that have not been paid and send to collections.
- Talks with customers and others in person or by telephone to answer inquiries and complaints pertaining to bills, customer deposits, and accounts.
- Directs callers to destination and records name, time of call, nature of business, and person called upon.
- Creating, issuing and closing all work orders pertaining to water, sewer, shredding, street, etc.
- Communicate and follow directions with Incode (software).
- Collects and distributes mail and messages.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Typical administrative practices and processes associated with local government offices or functions, or possess ability to acquire and put such knowledge into practice.
- General computer operations, specifically familiarity of Microsoft Office Software. Office machines, such as scanner, computer, copier, typewriter and fax machine.
- Able to maintain a pleasant and courteous demeanor working in a fast pace environment.
- Establish and maintain an effective working relationship with all levels of management, city officials, vendors, other employees and the general public.
- Meet deadlines and perform multiple tasks under pressure. Effectively respond to a stressful or high pressure environment; work in a multi-task environment.
- Ability to organize, prioritize, and carry out office work with minimal supervision.

EDUCATION AND/OR EXPERIENCE

High School diploma or general education degree (GED). Utility billing and/or cash collection preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to speak and understand Spanish is recommended but not required.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divided in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Operate adding machine and cash register correctly and efficiently.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid Texas Drivers License

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 frequently required to sit and talk or hear. The employee is occasionally required to walk; use hand to finger, handle, or feel; reach

with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, and distance vision.

WORK ENVIRONMENT The work environment characteristic 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.

Work is confined mainly to an office setting. Stressful situations are inherent to this position. The noise level in the work environment is usually quiet in an indoor office situation.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check. Must successfully complete screening examinations, physical abilities test, and other job related tests as required, background checks, drug screening, employment physical and other processes as may be determined by City Council.

The duties listed about are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The City of Devine is an "at will" employer. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I, employee, understand that this document is not to be constructed as a contract, either implied or explicit. All the information contained herein is merely an attempt by the City of Devine to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time. I have been furnished a copy of this job description.

Employee Signature: _____ Date: _____