



## Job Description

### Utility Billing Specialist

Pay Grade: G04

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**Employment Status:** Full-Time

**FLSA Status:** Non-exempt

**Experience Required:** Minimum two (2) years of experience in a related field.

**Minimum Education Requirements:** High School graduation or G.E.D.

**Department:** Financial Services.

**Direct Supervisor:** Customer Service Administrator.

**Supervisory Responsibility:** Direct (x); Indirect (x)

**Primary Work Location:** Works inside in an office setting.

**Certification:** Valid Florida Driver's license.

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**Job Summary:** Provides complete customer service in establishing and servicing commercial and residential utility accounts. Provides direct contact resolution in service initiation, ongoing account review, management and maintenance, and responds to the more difficult technical inquiries related to utility services.

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### Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Provide assistance to customers in person, by telephone and internet. Assistance to customers includes establishing new utility accounts; terminating existing accounts; accepting payments by check, cash or credit card; setting up bank drafts and recurring credit card payments; and updating customer account information.
- Provide information regarding billing, fee structures, delinquencies and account status.
- Respond to customer complaints, perform research and analyze account data to provide resolutions. Correspond and communicate information to customers by way of letter, fax, phone or email concerning account issues including but not limited to resolving billing errors, processing new applications, bank drafting, recurring debit/credit card processing, and general information concerning the City's water & sewer policies and procedures.
- Determine eligibility of adjustments to customers' accounts due to leaks, pool fills, misapplied payments, and meter reading/billing errors. Process adjustments by posting credits and filing supporting documentation.
- Generate service orders for new service, terminations, repairs, returned checks for insufficient funds, check for leaks, and meter profiles. Once service orders are returned, process the information retrieved for actions that need to occur, and close the service orders and files accordingly.
- Communicate and work closely with field staff in person and by radio. Relay services to be performed in the field and processes the information accordingly.
- Communicate with collection agency regarding payments to accounts in collection status.
- Process nightly utility updates including billing and no-billing updates; delinquent notices for general notifications and/or collections; cut-off and re-check lists and apply associated fees as indicated in the fee schedule; sanitation service orders; and accounts receivable/occupational license nightly updates.





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- Reconcile deposits for all departments, and balance daily business by completing the edit worksheet.
- Complete the download and upload process for meter reading and billing; generate and review exception reports and initiate contact with customers regarding high water consumption; monitor and complete all utility billing processes.
- Review and process rejected bank draft and recurring credit/debit card payments.
- Monitor postage, process outgoing mail and distribute incoming mail.
- Reconcile mailing addresses in the SunGard software with third party print/mail vendor.
- Process customer deposit refunds and credit balance refunds.
- Respond to [esupport@fwb.org](mailto:esupport@fwb.org) inquiries.
- Process purchase requisitions; order department supplies as needed.
- Provide training and direction to Accounting Technician.
- Perform duties of the Accounting Technician as needed; provide backup for accounting technician workstations during periods of staff shortages; maintain a cash drawer that has emergency backup change available; serve as head cashier.
- Provide back up to the Utility Billings Supervisor when out of the office.
- Perform data entry, filing, copying, scanning, faxing and emailing.
- Secure and lock lobby doors at end of the day.
- Perform other job duties as assigned.

### **Knowledge, Skills, and Abilities (KSA's) for Position**

An employee in this class must have the following knowledge, skills, and abilities upon application:

#### **Knowledge**

- Office processes, procedures, and equipment.
- Billing techniques and procedures.
- Application of accounting principles to specialized billing transactions.

#### **Skills**

- Strong written and oral communications and relational skills.
- Strong public relations and customer service skills.
- Follow and relay oral and written instructions, policies and procedures.
- Basic math skills for budget and other financial calculations.
- Operate a variety of office equipment, including computer terminal, printer, calculator, fax, typewriter, and copier.

#### **Abilities**

- Keep complete records, to assemble and organize data and to prepare reports from such records.
- Work rapidly and accurately with numeric data.
- Make decisions within established customer service policies and procedures.
- Establish and maintain effective relationships with subordinates, other employees and the general public.





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#### Physical Demands

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

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#### Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

*Check the appropriate box, fill in the needed accommodations, if required, then sign and date.*

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- ☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

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Employee Signature

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Date

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Supervisor Signature

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Date

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Human Resources

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Date