City of Bandon

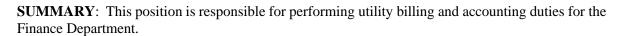
JOB DESCRIPTION

Job Title: UTILITIES BILLING CLERK

Department: Finance

Shift: Full time, 8 a.m. to 5 p.m., M-F

Reports to: Finance Director **FLSA Status:** Non-Exempt



ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reviews and posts data from meter books
- Computes charges for utility services and marks special accounts for billing purposes
- Maintains daily records of current utility accounts, including cut ins and cut outs, new services, work orders, etc
- Marks accounts with fixed demands, combined bills for more than one meter connection, and those requiring use of constant multipliers to extend meter reading to actual consumption
- Enters all meter reads and checks for accuracy
- Posts late and special meter readings and estimated readings
- Examines meter reading entries for evidence of irregular conditions, such as defective meters or use of service without contract, and prepares forms for corrective actions by others
- Handles customer correspondence and complaints
- Prepares miscellaneous utility reports and special projects, as required
- Answers phones and assists walk-in customers
- Assists with collection efforts, including making collection calls
- Backup to receptionist
- Performs other duties as required

QUALIFICATIONS: 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: Minimum of three months related experience and/or training.

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.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide 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. Reasonable knowledge of modern accounting principles and practices. Reasonable knowledge of processes, techniques and operation of an accounting computer.



REASONING ABILITY: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS AND ABILITIES: Ability to operate standard office machinery including a typewriter, calculator and computer terminal. Able to work effectively with other employees and the general public.

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 regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

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. The noise level in the work environment is usually moderate.