



JOB DESCRIPTION

Billing Technician

Date Prepared: September, 2019

SUMMARY: Under general supervision, performs advanced/lead level technical support in the preparation of customer utility billing; a variety of tasks involved including sanitation bills, maintenance of billing records, and handling customer service issues; performs related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Coordinate the preparation of data and records for residential and commercial customer computer generated billing.
- Load and unload data recorders and edit meter read data.
- Transfer and generate data for bills and notices.
- Review reports to ensure accurate billing records.
Generate monthly schedule; ensure timely printing of bills and notices, internally or through outside vendor.
- Perform delinquency processing including issuing various notices and service orders in preparation for liens, collection, and write offs.
- Work directly with employees in other City departments to resolve billing and read issues
- Assist with investigating billing irregularities.
- Research and implement projects which will improve operations within the division.
- Assist with implementation of new billing software programs.
- Research billing issues and provide detailed explanations of City policies and procedures to customers.
- Maintain records and other documentation.
- Author original correspondence.
- Data entry into billing system; calculate adjustments to bills.
- Answer customer phone calls.
- May train other staff.
- Update procedures, as needed.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Graduation from high school OR GED, AND three years' experience in billing and customer service operations; OR an equivalent combination of education, training, and experience.

Knowledge of:

- Advanced principles, methods, and practices of financial and customer account record keeping work.
- Customer billing and account collections, data entry, accounting, and basic auditing.
- Accounting principles, procedures, and terminology.
- Methods of project management to meet deadlines.
- Customer Service and/or Meter Reading system software and procedures.
- Personal computer operation and related software applications including Microsoft Office, Word, Excel, e-mail, accounting, and web-based communication tools.
- MUNIS financials.
- Research techniques, methods, and procedures.
- Effective telephone techniques and etiquette.
- Proper English usage, including vocabulary, spelling, punctuation, and grammar.
- Techniques of handling irate customers.

Skill in:

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Utilizes computer software programs competently.
- Meeting strict deadlines.
- Project management.
- Mathematical calculations.
- Diplomatically resolving customer complaints.
- Communicating clearly and concisely both verbally and in writing.
- Data entry with accuracy and speed.
- Establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes up to 50 pounds and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

Department Head Approval

Date

Personnel Officer Approval

Date