



Class Code: 04-2065
FLSA: Non-Exempt
EEO: 06
Bargaining Unit: 04
Revised: 10/2020

UTILITY BILLING SPECIALIST SENIOR

DEFINITION

Under general supervision, performs the most complex financial duties requiring the application of highly responsible record keeping practices related to utility accounts; effectively performs difficult and complex public contact related to the billing of residential and commercial utility accounts; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey-level position in the Utility Billing Specialist position series. Employees in this position must have a thorough knowledge of water and sewer billing and all ordinances, policies, and procedures pertaining to both. Employees within this position are distinguished from the Utility Billing Specialist by the performance of the full range of utility billing duties as assigned. Utility Billing Specialist, Senior incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of Special Districts and the individual service areas.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisory and/or management staff, depending on areas of work assignments. This is not a supervisory or lead classification

EXAMPLES OF ESSENTIAL DUTIES

Class specifications are intended to present a descriptive list of the scope of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

- Performs a variety of complex fiscal support and record keeping work associated with utility billing.
- Provides specialized assistance to the public and/or other county staff regarding utility rates and payments, billing records, recording procedures and functions, and other duties as assigned.
- Interprets county ordinances and regulations and coordinates utility customer service-related investigations with other departments and agencies.
- Assists the public on the phone and at the front counter with issues about water and sewer billing.
- Responds to customer complaints in accordance with established policy.
- Handles the most difficult customers at the counter and on the phone.
- Submits requests for field inspections to verify the status of utility services.
- Composes explanatory correspondence in order to respond to non-routine written or verbal customer inquiries.
- Processes service orders and adjustments to customer utility accounts.
- Oversees the utility billing process from account setup to meter reading to charge calculation and bill print; ensures utility bills are accurate and timely.
- Inputs new rates as needed; performs testing and training for new functionality and rates prior to implementation.
- Handles daily utility accounts receivable reconciliation.
- Updates and maintains records and information in computerized systems and databases; maintains a variety of statistical or other specialized records, posting and updating the information to keep records current and accurate.

- Investigates problems and ensures the accuracy of a variety of records.
- Provides requisite data to other government agencies, as delegated.
- Uses spreadsheets and other special computer software.
- Performs special assignments related to the department and unit where assigned.
- Operates office equipment.
- May have responsibility for subsidiary ledgers.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic accounting principles and procedures.
- Financial and statistical record keeping.
- Regulations, procedures, policies, and rules related to utility billing.
- Rules and regulations pertaining to bankruptcy and collections.
- Good public relations techniques.
- Maintenance of files and information retrieval systems.
- Basic research techniques.
- Computers and software used in office, fiscal, and utility billing.
- Modern office methods and procedures.
- Correct English usage, spelling, grammar, and punctuation.
- Mathematics, including percentages and prorating.

Ability to:

- Perform a variety of specialized financial, statistical, and analytical functions.
- Analyze data and draw logical conclusions.
- Perform specialized technical work involving independent judgment.
- Proficiently use a variety of computerized spreadsheets, word processing, and database software.
- Read, interpret, and apply a variety of rules, regulations, and policies related to the functions and services of the utility billing.
- Accurately maintain and update a variety of records and information systems.
- Gather, organize, and summarize data and information.
- Make mathematical calculations quickly and accurately.
- Type or use word processing software at an acceptable speed to meet production requirements.
- Operate a computer and use billing software and equipment in the performance of assigned work.
- Operate and use office equipment.
- Deal tactfully and courteously with the public and other staff when explaining the regulations, functions, requirements, and policies of the utility billing.
- Maintain cooperative and effective relationships with those contacted in the course of work.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, customers, and clients.

Licensing and Certifications:

Possession of, or ability to obtain, a valid California driver's license.

Education and Experience:

Two (2) years of previous work experience equivalent to a Utility Billing Specialist I or Accounting Technician with the County of Lake.

English-Spanish bilingual skills is highly desirable

WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS

The County of Lake is an equal opportunity employer. The County of Lake will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

Incumbents generally work in a typical office environment with adequate light and temperature. There may be occasional exposure to extreme temperatures, loud noise, fumes, noxious odors, dust, mist, gases, poor ventilation, and underground, confined, or restricted workspaces. Incumbents may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

Positions in this class may require local and statewide travel, as necessary.

Disaster Service Workers: As members of the County of Lake Emergency Services Organization, all County of Lake employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department/county.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a “meet and confer” process and are subject to the Memorandum of Understanding currently in effect.