



LOCATION: Tillamook, Oregon **JOB TITLE:** Utility Billing Customer Service Clerk
DEPARTMENT: Water/Sewer **SALARY:** \$30,000 - \$45,000

PURPOSE OF POSITION: Perform various utility billing and customer service tasks. Respond to inquiries, complaints and requests for assistance from customers regarding utilities and various other City functions on the phone and in person.

ESSENTIAL JOB FUNCTIONS: Administrative assistance to the Public Works Director. Prepare water billings. Use utility billing software to enter data into the computer database, print statements and prepare for mailing. Review billing for reasonableness and conduct necessary research to resolve problems. Review consumption data to ensure proper operation of meters. Maintain account information. Enter changes regarding owner/renter, mailing address, coding modifications, etc. Enter new rates as necessary. Maintain files and records. Work with contractors for billing and meter reading services.

Represent the City Utilities in a friendly and helpful manner. Be courteous, tactful with customers, and diffuse tense situations and misunderstandings.

Research and trace errors, problems, misapplied or unidentified payments. Resolve problems and enter corrections to accounts. Accept and post account payments. Process delinquency notices, shut-offs and re-connects, new accounts, etc. Calculate and type pro-rated billings as necessary. Daily cash drawer reconciliation and bank deposit per City policy.

Respond to questions from the public in person, over the telephone and through written correspondence regarding accounts and other utility information.

Determine the needs and place work orders for field actions to have meters/services repaired, replaced or altered. Communicate well with field staff regarding the work orders, meter reading, and other similar duties.

Learn and follow the City's ordinances, resolutions, policies, rules, and regulations pertaining to all utility services. Follow all safety rules and procedures for work areas. Addendum job descriptions will be determined based upon skills, abilities, and workload. Other duties as assigned.

AUXILIARY JOB FUNCTIONS: I.T. coordination and Risk Management as assigned. Safety Committee participation and secretarial duties. City Hall Customer Service backup. Take payments for various City services other than utilities (i.e. permits, impounds, other invoices). Backup and provide assistance to other office staff as workload and staffing levels dictate. Meter reading as needed. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS: Advanced knowledge of accounting and a variety of office procedures and practices, use of office equipment, word processing software, etc. Equivalent to high school plus additional specialized training and one year experience in maintaining financial

records and dealing with the public, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Evidence of High School education or equivalent. Valid Oregon Driver's License.

DESIRABLE REQUIREMENTS: Previous utility billing experience. Bilingual Spanish skills preferred. I.T. experience. Familiarity with Risk Management best practices.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment. Meter reading requires walking long distances, lifting, stooping, and bending for up to 8-hours at a time.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students, and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED: Works under the day-to-day supervision of the City Recorder, overall supervision by the Public Works Director.