Position Description

Job Title	Utility Billing Clerk
Department	Finance
Employment Status	Full time
Exempt/Non-Exempt Status	Non-Exempt

Scope of Work

The Utility Billing Clerk is a full-time, hourly position that reports to the Finance Director/City Treasurer. The employee performs a variety of duties in customer service, utility billing, bookkeeping, and clerical tasks and assists in the maintenance of related fiscal records. The work is performed under the guidelines set by state statute, the Public Service Commission, and City ordinances.

Supervision

Received	Finance Director/City Treasurer
Exercised	None

Essential Job Functions: The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

- Answer telephone calls and manage front desk inquiries by providing information to customers and redirecting to appropriate departments when necessary.
- Manage all payments from customers, payment drop box, and sort/distribute mail on a daily basis.
- Reconcile daily cash register drawers, entry of check and cash payments and adjustments as necessary, process credit card payments through online payment service provider(s), make all bank deposits and ensure that the General Ledger is accurately updated daily and monthly.
- Maintain current utility billing customer accounts, create new accounts, prepare final bills, adjustments, and assesses late penalties and past due notices.

- Download/upload data each month for meter readings. Update accounts, issue final bills, create new accounts, and new/replacement meter entries.
- Completes the monthly processing of all utility bills. Print reports, close cycle and prepare for next month.
- Prepare monthly disconnection/delinquent notifications by generating and mailing notices, and prepare the list of door hangers for the Water Department, in compliance with PSC regulations.
- Prepare and manage Deferred Payment Agreements with delinquent utility customers to find solutions that enable the customer to successfully gain "current" status on their account. When needed, work closely with CAP Services, Waupaca County Department of Health & Human Services, and the State of WI to assist qualifying utility customers in obtaining financial assistance based on payment history, usage, etc.
- Assist with customer relations regarding Waupaca Online including billing, customer inquiries, and reporting issues to technical service staff members.
- Create invoices regarding sewer, water utilities, and special assessments in accounts receivable.
- Prepare yearly certification for Tax Roll.
- Assist Finance Director/City Treasurer with the PSC annual reporting (water) and annual external audit.
- Update property values for fire protection fees to be added to July billing.
- Prepare materials for annual reporting related to public garbage and recycling services.
- Maintains knowledge and skills in records management, PSC regulation, municipal code, office equipment, and organization policies.
- Provides assistance to other departments as needed or requested with permits, licensing, and elections.
- Order and maintain all utility supplies and postage meter supplies.
- Collaborates to develop and distribute the City newsletter.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Minimum of a high school diploma and three years' office experience or an associate's degree in Business or Accounting.

Knowledge of	• Business English (grammar, punctuation, spelling, and tone) and basic math. • The use of standard office equipment including computers and relevant software. • Basic knowledge of Microsoft Office applications. • Knowledge of business correspondence format and procedures. • Municipal tax billing collection and settlement procedures.
Ability to	• Ability to maintain the confidentiality of all City of Waupaca and client-related concerns. • Ability to understand and effectively carry out verbal and written instruction. • Define problems, collection of data, establish facts, and draw valid conclusions. • Work independently with minimal supervision.

	• Ability to establish and maintain positive and professional working relationships with the general public and other staff members.
Skill in	• Customer service. • Organization and time management.

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.

- Work is performed in an office setting; hand-eye coordination is necessary to operate computers and various types of tools and equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration, and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk, and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to bend, crouch, or kneel.
- The employee must occasionally lift and/or move up to 25 pounds.