



South Weber City

Job Description

Title: Utility Billing / Accounts Payable Clerk	Classification: Full-Time
Department: Finance	Effective Date: 04-XX-2017
Pay Grade: 13	Reports To: Finance Director
FLSA Designation: Non-Exempt	Last Revised: 03-30-2017

South Weber City is an "At Will" employer. Employment with the City is voluntarily entered into and the employment relationship can be terminated by either party at any time.

General Purpose

Perform a variety of working level, complex and technical clerical duties to expedite the billing, collection and processing of monthly utility and general revenue account transactions. Operates a variety of office equipment and organizes and maintains filing systems. Works closely with Finance Director and Office Assistant to organize events and information. Performs other duties as assigned.

Supervision Received

Works under the broad policy guidance and general supervision of the Finance Director.

Supervision Exercised

None.

Essential Functions - Primary

Responsible for Utility Billing, organizing and maintaining records related to the maintenance of utility accounts and utility accounts receivable. Provides friendly and helpful customer service. Receipts, balances, deposits, and records various payments from the public and other City Departments and accurately balances all payment transactions daily. Screens office and telephone callers, responds to complaints and assists customers with questions or concerns.

Administers the day-to-day process of issuing utility billings, receiving, and receipting payments. Ensures accuracy and quality of related record keeping functions through review and work sample auditing. Oversees accurate water meter reading(s) and billing. Coordinates shut-off procedures, including arrangements and noticing. Maintains and follows procedures for accounts in collections, lien and other delinquent fees. Maintains up-to-date databases of utility accounts and associated financial records. Generate monthly utility billings and prepares end-of-month reports. Responds in a friendly and informative manner to issues, questions and problems posed by customers, in person, over the telephone, and e-mail related to utility accounts and city services.

Responsible for the accounts payable system, including signatures for the level of expense, processing invoices and generating checks weekly, and working with vendors to research unpaid invoices and follow up on problems; files all paperwork related to vendors and checks.

Greets the public; responds to requests for information and provides factual information related to city services, programs, and general policies, practices, and procedures; provides walk-in patrons with requested forms, publications and other informational materials. Directs walk-in customers and visitors to proper office locations. Listens to public complaints, concerns, questions, etc.; responds to questions and concerns by referring individuals to appropriate personnel for assistance; apprises supervisor of potential problems and concerns.

Works closely with the Public Works Department for utility processing and work orders. Operates a computer using word/data processing to perform the utility billing duties of typing letters, notices, memos, and other correspondence; inputs cash receipts into general ledger; may perform park scheduling functions; acquires proper identification information as needed; collects security deposits and issues receipts; processes refund requests. Works closely with other departments to organize events and information in order to assist as needed. Perform special projects assigned by the Finance Director.

Essential Functions - Secondary

Serves as support staff and aids in the duties of the Office Assistant.

JOB REQUIREMENTS

1. Formal Education/Knowledge

- a. Graduation from High School; plus, one (1) to three (3) years of experience in utility billing systems;

2. Skills & Knowledge

- a. Thorough knowledge of utility billing and accounts payable operations, telephone operations and procedures; basic public relations; telephone, interpersonal, and customer service communication etiquette; general office maintenance and practices; proficient in the operation of a computer, specifically Microsoft Word and Excel; operation of standard office equipment; basic mathematic skills;
- b. Ability to work independently and deal effectively with stress caused by continuous public contact; work quickly and accurately with numbers; operate various types of office equipment; work under the time pressures of meeting deadlines
- c. Ability to establish and maintain effective working relationships with employees, elected and appointed officials, other agencies, and the public;
- d. Ability to communicate clearly and concisely, both orally and in writing;

- e. Ability to analyze problems, identify alternative solutions, project consequences of proposed actions with tact, and recommend solutions;
- f. Knowledge and experience with Caselle Clarity financial software preferred;
- g. Fluency in Spanish, both oral and written, is preferred.

3. Certifications and Other Requirements

- a. Must possess a valid Utah driver’s license;
- b. Ability to be bonded and certified as a Notary Public;
- c. Must be able to type 50 wpm;
- d. Must pass background check and drug screening

4. Interpersonal/Human Relations Skills

Final decisions regarding policy development and implementation are made and/or recommended. Interaction with others outside the City requires exercising participative management skills that support team efforts and quality processes. Must demonstrate the ability to build consensus, effect cooperation and participation and drive improvement changes.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

OVERALL PHYSICAL STRENGTH DEMANDS: Sedentary to Light

SEDENTARY	LIGHT	MEDIUM	HEAVY	VERY HEAVY
Exerting up to 10 lbs. occasionally or negligible weights frequently	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly	Exerting 50-100 lbs. occasionally, 25-50-lbs frequently, or up to 10-20- lbs. constantly	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50-lbs constantly

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tasks require a variety of physical activities including the use of office equipment such as computer, fax machine, copy machine and telephone. Periodic walking, standing, stooping, sitting, reaching, balancing, pushing/pulling, lifting or carrying is required in the normal course of performing essential duties. Talking, hearing, and seeing are valuable to effective performance of the job. Common eye, hand, finger dexterity required for most essential functions.

Some lifting/carrying occasionally up to 20 pounds, crouching/kneeling, balancing, and bending/twisting may occur in the normal course of performing essential duties.

This is a description of the way this job is currently expected to be performed; it does not address the potential for accommodation. Description is not all inclusive.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS

Audio and visual equipment, 10-key, computer, copier, fax machine, and software, telephone, calculator, laptop, printers, scanners, and the possible operation of a city vehicle.

POTENTIAL ENVIRONMENTAL FACTORS

The following environmental factors may occur and be a factor during the normal course of performing essential functions of this job.

HEALTH & SAFETY	ENVIRONMENTAL FACTORS	PRIMARY WORK LOCATION
	Office Setting	Office Environment

POTENTIAL NON-PHYSICAL DEMANDS

In the normal course of performing the essential duties of the job, the following may occur:

Time pressures, emergency situations, frequent change of tasks, irregular work schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team, tedious or exacting work, and noisy/distracted environment.

EXPECTED BEHAVIOR

Utility Billing / Accounts Payable Clerk

The incumbent is expected to embrace, support, and promote the City’s core values, beliefs, and culture, which include but are not limited to the following:

- High ethical standards
- Lead by example
- Strong safety principles and safety awareness
- Active participation in citywide activities

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.