



1600 E. South Weber Drive
South Weber, UT 84405

www.southwebercity.com

801-479-3177
FAX 801-479-0066

Position: **Utility Billing / Customer Service**
Wage: \$13.00 - \$20.00 Hourly
Type: Part-Time
Department: Finance
Reports to: Finance Director
Close Date: **09/13/2021**
How to Apply: Email general application and resume to hr@southwebercity.com

JOB OVERVIEW

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.

ESSENTIAL DUTIES & RESPONSIBILITIES

- 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.
- Screen 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.
- 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; appries 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.
- Perform special projects assigned by the Finance Director.

POSITION QUALIFICATIONS

Formal Education/Knowledge

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

Skills & Knowledge

- Knowledge of utility billing, 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.
- 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.
- Ability to establish and maintain effective working relationships with employees, elected and appointed officials, other agencies, and the public.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions with tact, and recommend solutions.
- Knowledge and experience with Caselle Clarity financial software preferred.

Certifications and Other Requirements

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

PHYSICAL QUALIFICATION

- Must be able to lift up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.
- Must be able to operate computer, fax machine, copy machine and telephone.

*Updated 08/2021

**South Weber City provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*