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Resolution: 020926-F

**Job Title:** Billing Coordinator

**Department/Division:** Water Division

**Reports To:** Customer Service & Purchasing Agent

**Direct Reports:** None

**Salary Class/Salary Grade:** Classified/Grade 17

**Employment Status/FLSA:** Full-time Regular/Non-exempt

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**GENERAL DESCRIPTION:**

Employee is responsible for assisting in the planning, organizing, and directing of personnel, activities, and operations of the billing department. Assists with oversight of all aspects of water, sewer and garbage billing as well as meter reader functions. Work is fast paced and requires the ability to multi-task and handle stressful situations. Work is detail oriented and requires accuracy and efficiency. Work is generally performed independently with assistance from a supervisor as needed for complex or unusual transactions. Work is reviewed upon completion for accuracy and adherence to policies.

**ESSENTIAL JOB DUTIES:**

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

- Assists in the preparation and billing of customers for water services received
- Assists in the preparation and billing of customers for sewer and garbage fees on behalf of the City of Alabaster
- Prepares Utility Meter Reader route books for the reading cycle by loading and unloading handheld devices and laptops
- Reviews Utility Meter Reader route books for accuracy and issues rereads if needed
- Assigns to the Utility Meter Readers work orders for new accounts, final bills, customer complaints, water leaks, and other related billing errors or concerns
- Assists with the calculation and posting of billing adjustments or account corrections
- Generates automated high usage calls and leak flag calls each billing cycle
- Previews bill calculations and reviews any error/exception reports
- Calculates and posts charges to customer accounts
- Generates customer statements and transmits file to mailing service

- Processes e-bill notifications for e-bill customers
- Posts late charges to customer accounts
- Identifies daily accounts to be processed as final accounts
- Completes move in/move out process
- Confirms during final process that customer does not have outstanding balances on other accounts in the system
- Processes customer deposits refund checks and mails checks with final bill to customer
- Creates new meter reading routes and re-routes existing reading routes for the Utility Meter Readers as developments are added or changes occur in the system
- Contacts field personnel of any issues noted that need addressed from the field
- Investigates and resolves complicated reading and billing issues
- Reviews new customer list to confirm correct services and rates are entered in the billing system
- Prepares data requests for audits, special projects, or other studies as requested
- Immediately addresses customer issues and resolves in a timely manner
- Demonstrates strong commitment to customer service and utilizes company provided customer service training daily
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of billing, customer service and general ledger processes
- Knowledge of general office practices and procedures, including use of office equipment
- Ability to establish and maintain effective working relationships with other employees and the public
- Ability to work collaboratively to complete assigned tasks
- Ability to plan and organize work to meet established deadlines
- Ability to maintain confidentiality
- Strong decision-making skills
- Ability to learn new information quickly and accurately
- Ability to adapt to workplace changes
- Ability to work under pressure and appropriately handle difficult working relationships
- Ability to apply problem solving skills and use appropriate independent judgment
- Excellent communication and customer service skills required
- Strong computer skills. Knowledge of Microsoft Office, including Word, Excel and PowerPoint

#### **MINIMUM QUALIFICATIONS:**

- High School Diploma or equivalent, some college preferred
- Training related to computer software including Microsoft Word, Excel, and Outlook
- A minimum of one year of cashiering and customer service experience is preferred
- A minimum of three years of billing experience is preferred
- Ability to read and write English, with excellent verbal and written communication skills
- Valid driver's license
- Utility billing software experience preferred
- Data entry experience preferred
- Valid Alabama drivers license

**The physical activities required for this position involve:**

Frequent sitting, using hands, talking, and hearing; occasional standing, walking, reaching with hands and arms, stooping, and kneeling.

**This position requires lifting:**

Up to 25 pounds occasionally; up to 50 pounds rarely

**This position has the following special vision requirements:**

Ability to read information both in print and electronically.

**ENVIRONMENTAL WORKING CONDITIONS:**

**The following physical conditions and hazards may be encountered while working in this position:** None

*I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.*

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date

*I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.*

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date