



UTILITY BILLING CLERK FULL-TIME NON-EXEMPT

A. GENERAL PURPOSE

The Utility Billing Clerk coordinates and monitors certain operations of the City's utilities to ensure efficient operation in the areas of account set-up and management, customer relations, and records management. Handles customer inquiries and complaints, provides utility related information to customers, maintains confidentiality, and organizes and maintains related records and reports.

B. SUPERVISION RECEIVED

Works under the general direction of the Finance Director/City Treasurer.

C. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Accepts applications for water and wastewater service, transfer of ownership, payment agreements, and deposits. Maintains customer account records.
2. Maintains records of all water and wastewater development and communicates monthly updates to the wastewater billing representatives.
3. Acts as liaison with the Dripping Springs Water Supply Corporation for water usage reports, billing information, and water termination.
4. Oversees records of water and wastewater easements.
5. Oversees records of Water and Wastewater Utility Agreements, and acts as liaison with developers to collect utility development fees. (i.e. Impact, Line Extension, & Deposit Fees)
6. Maintains lists of all water and wastewater customers, requests for service, and reserved capacity.
7. Maintains lists of all Utility Agreements and tracks all related deadlines.
8. Coordinates and assesses annual wastewater billing calculations in conjunction with the Dripping Springs Water Supply Corporation and the City Treasurer's Office.
9. Assists in coordination of construction, repairs, and maintenance of water and wastewater systems.
10. Provides assistance, information, forms, and permits to the public; receives, reviews, and processes applications for permits and licenses; collects and processes appropriate information, and applies applicable policies and procedures in determining completeness of applications, records, and reports; assesses fees.

11. Assists in updating data and text information related to building permits, inspections, and building and construction activity into various customized data bases.
12. Receives and enters data into the City utility billing software in preparation for weekly billing, delinquency, and disconnection runs.
13. Responds to and resolves difficult and sensitive citizen inquiries and complaints; answers customer complaints pertaining to utility billing.
14. Reconciles billing (e-billing) and delinquent files; monitors utility accounts; issues adjustments as required.
15. Performs general administrative duties for the Finance Director/City Treasurer; files, schedules appointments, composes, types, and proofreads a variety of documents.
16. Assists the Building Department with processing payments.
17. Operates a variety of office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners, or other specialized equipment, and personal computers in a Windows based computing environment using standard or customized software application programs appropriate to assigned activities.
18. Prepares professional correspondence, memos, and reports related to utility services.
19. Travels to various destinations in and out of the City for work related purposes.
20. Ability to establish, maintain, and foster positive and effective working relationships with those contacted during work.
21. Ability to maintain confidentiality.
22. Performs other duties as assigned.

D. EDUCATION, EXPERIENCE, AND CERTIFICATIONS

GED Certificate or High School Diploma with two (2) years of progressively responsible experience in administrative office support experience, billing or closely related experience is required or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job. Knowledge of principles and procedures of accounting, bookkeeping, record keeping, Public Information Act, and statistical reporting.

E. TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software including Microsoft Office and InCode; 10-key calculator; phone; copy machine.

F. SPECIAL REQUIREMENTS

1. A valid Class C driver's license.
2. 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 perform the essential functions if needed.
3. Work is performed mostly in an office setting. Some outdoor work is required in visiting various land use developments, construction sites, or public works facilities.

Hand-eye coordination is necessary to operate certain computers and various other pieces of City equipment.

4. While performing the duties of this job, the employee is regularly required to move around the City offices and different locations throughout the City and communicate effectively verbally and in writing. The employee is required to operate a computer, telephone, and other electronic equipment.
5. The employee must occasionally carry, lift, hold, push and/or pull up to 50 pounds office supplies, files, equipment and furniture.

G. WORK HOURS

Core work hours are between 8:00 am and 5:00 pm including one unpaid hour for lunch, Monday through Friday except holidays. This is a full-time non-exempt position and eligible for overtime pursuant to the needs of the City and at the direction of the City Treasure/Finance Director. Any overtime hours performed must be preapproved by the direct Supervisor.

H. COMPENSATION

Pay range is \$XX to \$XX per hour. Salary is commensurate with the position. Pay days are determined by the "CITY OF DRIPPING SPRINGS PERSONNEL MANUAL".

I. BENEFITS

Benefits shall be in accordance with those outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL, as maybe modified by the specific employee's offer letter or amendments to the PERSONNEL MANUAL.

J. EQUAL OPPORTUNITY EMPLOYER

The City's employment decisions are made without regard to race, color, religion, sex, age, sexual orientation, military status, veteran status, national origin, mental or physical disability, pregnancy, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non- membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. To discuss an accommodation, please contact the Human Resources Director, Chase Winburn at (512) 502-8313.

Please note: *This Position Description is not a contract, and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Position Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.*