



## JOB DESCRIPTION

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### Utility Billing Analyst

**Department:** Finance  
**Pay Grade:** 13  
**FLSA Status:** Non-Exempt

#### **JOB SUMMARY**

Responsible for performing a variety of skilled and technical tasks to support and ensure accuracy and completeness of all utility billing and meter reading functions, as well as playing a customer service role, including dealing with difficult meter billing inquiries and problems. The position will also coordinate closely with the Operations division in the execution of his or her duties. Other responsibilities include: ensuring the integrity of the City's billing and AMI meter reading systems and processes, including maintaining accurate billing, customer records; identifying and troubleshooting problematic meters; managing service requests; and developing analyses and reporting for the Billing Supervisor.

An employee in this class will have a solid understanding of generally accepted accounting principles as well as internal controls, and have demonstrated experience in an accounting, billing or other comparable role where accuracy is critical. The position will be held accountable for accurate and timely billing and meter reading; and must also be able to act independently and proactively in order to identify and troubleshoot problems and bring issues forward to the Billing Supervisor. This employee must also possess strong systems analysis skills. Tact, courtesy, and diplomacy are required in the frequent public contact functions, especially in the resolutions of complaints. Provides billing and collections information to citizens and businesses; explains municipal policies and procedures regarding utilities to others. Work requires employee to establish and maintain office filing and database systems. Work is performed under general supervision of the Billing Supervisor and is evaluated based on attainment of individual performance objectives, observation, accuracy and feedback from employees and general public.

#### **ESSENTIAL JOB FUNCTIONS**

- Reviews, and analyzes data on customer accounts for accuracy and completeness.
- Develops reports and procedures to ensure review of all accounts and service areas and a routine basis.

- Reviews all available data sources and works with other departments to share information, develop reports and procedures to prevent, identify and correct unbilled accounts.
- When necessary, assists billing and customer service representatives with account inquiries.
- Maintain and update as needed all rates, fees, and all account charges in the utility billing system.
- Provide input to supervisor on creating/updating Standard Operating & Billing Procedures.
- Monitor all billing functions to ensure prompt and accurate billing of accounts.
- Perform all other duties as assigned.
- Resolves problems requiring immediate attention and verifies that underlying systematic or process issues have been addressed.
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

High school diploma; and two (2) years of experience in a billing/accounts receivable/customer service environment, enterprise accounting/utility billing system, public utility/agency in a customer service role; or an equivalent combination of education and experience. Minimum of an associate's degree is preferred.

#### **Special Qualifications:**

- Possession of a valid driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

#### **Knowledge, Skills and Abilities:**

- Knowledge of Utility Billing and Collections Public Enterprise Utility Services, North Carolina General Statutes, bankruptcy laws and laws related to utility collections.
- Knowledge of standard office practices, procedures, equipment and administrative support techniques.
- Knowledge of departmental programs and policies.
- Knowledge of business English, spelling and arithmetic
- Skills in dealing effectively with the public.
- Ability to organize and maintain accurate records utilizing Excel, Munis, Word, Adobe Acrobat and others as may be required.
- Ability to communicate and explain policies and procedures to departmental staff.
- Ability to type accurately at a reasonable rate of speed.
- Ability to perform mathematical calculations while maintaining accuracy
- Ability to organize and prioritize work
- Ability to understand and apply laws, regulations, and policies to the maintenance of financial records.
- Ability to give and follow oral and written instructions.
- Ability to read and understand detailed and complicated policies, procedures and materials.
- Ability to effectively communicate both orally and in writing.
- Ability to establish and maintain effective relationships with general public, county officials and other employees.

- Ability to operate a variety of office equipment to produce complex/technical documents.
- Ability to establish and maintain effective working relationships with City officials, associates and with the general public.

**PHYSICAL DEMANDS**

Work in this classification is defined as light work requiring the physical exertion of up to 10 pounds of force occasionally and a negligible amount of force constantly to move objects. Physical demands require climbing, crouching, crawling, standing, walking and lifting. Vocal communication is required for responding to inquiries, expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Visual acuity is required for extensive reading, to prepare and analyze written or computer data, determine the accuracy and thoroughness of work, and observe general surroundings and activities.

**WORK ENVIRONMENT**

Work is primarily performed in an office with a controlled environment without exposure to harmful conditions.

*The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.*