

**CITY OF SPRING LAKE PARK
JOB DESCRIPTION**

JOB TITLE: Utility Billing Clerk
DEPARTMENT: Administration
REPORTS TO: Administrator, Clerk/Treasurer

DATE: April 2020

POSITION SUMMARY:

Under general supervision and direction of the Administrator, Clerk/Treasurer, the Utility Billing Clerk is responsible for all aspects of the utility billing function, including checking and verifying utility billing data, preparing and mailing utility bills, processing customer service requests, setting up new accounts, preparing and maintaining appropriate records and files, performing office assistance tasks and related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages utility billing system including maintaining up-to-date customer utility account information, establishing new accounts, preparing final accounts and preparing adjusting entries to general ledger to correct accounts as needed.
- Runs bill calculation, verifies bill register for accuracy, refers delinquent accounts to Public Works for shut-offs, coordinates utility bill inserts with other Departments, prints bills and prepares bills for mailing.
- Processes utility billing payments by cash, check, electronic withdrawals and credit cards. Prepares deposits and handles NSF checks and refunds.
- Serves as the primary resource for customer inquiries and complaints regarding utility bills, delinquent accounts, recycling and street lights; acts as liaison with recycling hauler, Public Works, and other outside agencies.
- Responds to requests from realtors and title companies for information about utility charges and assessments; completes utility billing portion of special assessment requests.
- Manages delinquent utility accounts including providing delinquent notices, processing payments and preparing documentation for public hearing; and prepares delinquent assessment rolls for certification to property taxes.
- Schedules and processes water turn on and turn off requests.
- Prepares various reports for the Public Works Director and Administrator, Clerk/Treasurer.
- Maintains water and sewer consumption records for preparation of the annual DNR report.
- Prepares sales tax reports and Metropolitan Council Environmental Services (MCES) usage reports and sewer access charge (SAC) and water access charge (WAC) reports; completes pumpage reports and calculates fees for well licenses.
- Manages SAC and WAC deferrals pursuant to City policy and MCES agreements.
- Assists with management of the City's recycling program; addresses resident questions and resolves problems regarding the City's recycling program.
- Coordinates copper and lead testing programs
- Serve as backup to Receptionist.

- Serve as backup to Accountant and Accounts Payable/Special Projects Coordinator in designated functions.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of utility billing practices and procedures.
- Considerable knowledge of standard office practices and equipment, including computers, cash register and calculator
- Ability to communicate effectively and professionally with co-workers and members of the public in both written and oral formats.
- Ability to plan a varied workload, prioritize work and meet deadlines.
- Ability to work independently with a high level of speed and accuracy.
- Ability to follow both oral and written instructions

MINIMUM QUALIFICATIONS:

- High school diploma or GED
- Knowledge and experience in Microsoft Office software (Word, Excel, Outlook, Publisher).
- Three years of increasingly responsible experience in bookkeeping or accounting
- Demonstrated customer service experience.
- A valid Class D driver's license

DESIRED QUALIFICATIONS:

- Associates degree in Accounting, Business, or other related field.
- One year municipal utility billing experience.
- Experience in governmental accounting
- Experience drafting content, designing and laying out newsletters/flyers

PHYSICAL DEMANDS:

Work is performed primarily in a standard office environment that includes exposure to computer screens. Primary functions require:

- Sufficient physical ability and mobility to work in an office setting.
- Sit and answer phones/use computer equipment on a continuous basis.
- On a frequent basis, must be able to stand, walk, sit, talk and reach with hands and arms.
- Occasionally stoop, bend, kneel, crouch, reach and twist.
- Occasionally lift, carry, push and/or pull moderate amounts of weight (up to 30 pounds).
- Operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard and calculator
- Vision ability to include close vision, color vision, distance vision and depth perception.