

Administrative Billing Specialist



DEPARTMENT: Administration
DIVISION: Finance
SUPERVISOR: Finance Director
CLASSIFICATION: Non-Exempt (overtime eligible)
UNION: Yes
CONFIDENTIAL: No

POSITION SUMMARY

Performs routine clerical, administrative, and data processing tasks. Coordinates and processes bank deposits and processes utility billing uploads and adjustments. Performs other related public services in support of Administration Department operations.

SUPERVISION RECEIVED

Works under the general supervision of the Finance Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

General:

- Reconciles and processes receipts/deposits from all departments.
- Processes incoming and outgoing mail.
- Provides backup during absence of other staff in related positions.
- Directs incoming phone calls from the general public to the correct individual.
- Responds to general dock service inquiries which may include explaining limitations stipulated by municipal code.
- Maintains and reconciles City Hall petty cash.
- Supply ordering.
- Ability to establish successful working relationships.
- Ability to work with angry and/or difficult customers.
- Ability to communicate effectively verbally and in writing.
- Administrative support for ~~the Arts & Cultural Commission~~ one or more City boards or commissions including, but not limited to, sending meeting notices, creating agendas and packets, attending meetings, and creating meeting minutes.

Bank Processing:

- Prepares daily deposits after batch closing.
- Reconciles, prepares, and takes deposits to bank.
- Scans physical checks electronically to bank.
- Pursues any cash receipt batches left open for more than two (2) business days.

- Performs daily upload of billing information.

Municipal Court:

- Processes Municipal Court payments.
- Answers general court-related questions and inquiries.
- Accepts payments for Municipal Court when necessary.

Utility Billing:

- Prepares utility adjustments for Finance Director's approval. Posts adjustments after approval.
- Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, and shut-off and turn-on orders.
- Prepares and coordinates printing of all billings.
- Reviews meter reading data for possible errors before bills are printed. Reviews billings for correctness and accuracy. Recalculates bills which have been issued to customers improperly.
- Processes late fees and reconnect fees.
- Maintains current customer account files.
- Receives telephone calls and citizen visits concerning utility billings or services; answers questions and responds to citizen complaints.
- Processes/creates new utility accounts.
- Processes payments for utility billing accounts.
- Processes work orders for utility disconnections, reconnections, new orders, and other public works service requests related to Utility Billing.
- Prepares special billings as necessary for utility accounts.

Business Licenses:

- Processes business licenses which includes maintaining records, sending yearly renewals, processing payments, creating reports, and updating forms as needed.
- Generates/reviews new business license applications and coordinates approval from other departments as necessary.
- Processes Oregon Liquor Control Commission (OLCC) licenses and renewals.
- Prepares reports for business licenses and OLCC licenses for approval by City Administrator and City Council.
- Answers general business license questions.
- Pursues collection of delinquent business license accounts.

PERIPHERAL DUTIES

- Serve on or provide support to a variety of employee committees or task forces, as necessary.
- Maintain work areas in a clean and orderly manner.
- Serve as Notary Public.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- a. Graduation from high school or GED equivalent.
- b. Two plus (2+) years in general office practices such as typing, data processing, and customer service.

DESIRED QUALIFICATIONS

- a. Two plus (2+) years of experience in banking services or other positions related to cash handling.
- ~~b. Working knowledge of computers and electronic data processing; working with modern office practices and programs such as Microsoft Word and Excel.~~
- ~~c. Skills in operating computers, 10-key calculator, phone, fax, and copy machine.~~
- ~~d.~~ b. Ability to perform arithmetic computations accurately and quickly.
- ~~e.~~ c. Ability to work under pressure and frequent interruptions.

TOOLS AND EQUIPMENT USED

- Use of computer or laptop for use in word processing, spreadsheets, databases, and other related software, including Microsoft Word and Excel.
- Copier/printer/fax machine; ten-key calculator; telephones; transcription equipment; folding machine; and audio/video equipment.

PHYSICAL DEMANDS

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 enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Usual office working conditions.

- The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises but may be a little loud depending on the day.
- Attendance at various meetings may require working after normal business hours.

EMPLOYEE ACKNOWLEDGMENT

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I acknowledge that I have received a copy of the **Administrative Billing Specialist** job description. I understand that it is my responsibility to adhere to the Essential Duties and Responsibilities as outlined within this job description.

My signature below is evidence that I have reviewed and concurred that the above detailed job description appropriately describes the work of the position, including essential job functions, the minimum education and experience required of the position, and the physical demands of the position.

Signatures:

Administrative Billing Specialist

Date

Print Name: _____

Finance Director

Date

Print Name: _____