

City of St. Helens

Job Title: Administrative Billing Specialist
Department: Administration
FLSA Status: Non-Exempt
Union: Yes, when working on average 24 hours or more per week.
Created: April 1, 2020
Revised: August 19, 2020
Wage Scale: Administrative Billing Specialist

GENERAL PURPOSE

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.

JOB DUTIES AND RESPONSIBILITIES

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 inquires 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 including, but not limited to, 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.

MINIMUM QUALIFICATIONS

- Graduation from high school or GED equivalent.
- 2+ years of experience in general office practices such as typing, data processing, and customer service.

DESIRED QUALIFICATIONS

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

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.

EMPLOYEE ACKNOWLEDGEMENT

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.

ACKNOWLEDGEMENT

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 guidelines of the expectations and job duties and responsibilities outlined within this job description.

Employee Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____

Created: 4/1/2020