

CITY OF  
WATERTOWN

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the work "May". This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

Revised: 03/10/98, 09/27/00, 04/01/08, 11/02/11, 08/2019, 06/27/23

**Title:** ~~Billing Clerk~~ Utility Billing Clerk (Request Business Office Coordinator)  
**Department:** Water & Wastewater Utility  
**Pay Grade:** ~~Billing Clerk~~ G (pending review) **FLSA Status:** Non-Exempt Union

**General Summary:**  
~~This position is responsible for processing and maintaining utility billing accounts; preparing monthly billing; preparing delinquent water bills to be placed on taxes; prepare information for PSC report to give to auditor; and ability to work overtime as needed.~~

This is a skilled and technical position whose primary duties involve the following: calculation, processing, and mailing city utility bills (which include water, sewer, garbage, recycling, and storm water charges) correctly and in a timely manner. Notifying customers and property owners of past due amounts and transfer balances to City Hall for collection on property taxes. Handle bankruptcy changes set up and maintain customer accounts. Code work orders and add miscellaneous Accounts Receivable to customer accounts if possible, to limit the amount of invoicing needed. Maintain billing, cross connection and other customer records, inventory and other expenses for City Hall and our Auditors for the Public Service Commission Report.

The most important impact of this position is maintaining cash flow by billing customers correctly and on- time by scheduling meter changes in a timely manner to keep them working correctly and following timelines and procedures set up in State Statutes, City Municipal Code and United States Post Office Rules and Regulations and maintaining records for Public Service Commission reports and rate increases. Establish and maintain harmonious working relationships with management, staff and external contacts. Perform special projects as assigned, including coordinating, preparing and assisting with statistical reports, assisting with budgets and research and compilation of information.

**Reporting Responsibilities:**  
~~Under direct supervision of the Water Systems Manager and indirect supervision of Assistant Water Systems Managers, Water and Wastewater.~~

This position will be under general supervision of the Water Systems Manager. This person serves as a key role in assisting the Manger with preparing the annual budget by providing necessary data related to annual utility expenditures covering operational and administrative areas. The position also works closely with City Clerk's office to track expenditures and other financials as it relates to the utility. Provides backup administrative support for other clerical staff (admin I, admin II, and assistant billing clerk) as needed for both the Wastewater Department and the Water Department.

- Specific Accountabilities:**
- ~~1. Maintain, prepare, and process monthly utility billing records and miscellaneous billing.~~
  - ~~2. Process and prepare information for City Hall for delinquent water bills to be placed on taxes.~~
  - ~~3. Prepare job orders.~~
  - ~~4. Answer questions pertaining to utility bills and other customer questions.~~
  - ~~5. Maintain inventory control in utility billing.~~

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- ~~6. Back up for Customer Service/Department Secretary.~~
- ~~7. Back up for cash receipts.~~
- ~~8. Trained in accounts payable and payroll.~~

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**Physical Demands:** Lifting approximately 20 lbs. occasionally, with infrequent lifting and/or carrying of objects weighing up to 50 lbs. Stooping, kneeling, crouching, crawling, reaching, handling, feeling, working with fingers, seeing, and walking or standing to a significant degree. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, sounds, odors, and textures associated with job-related objects, materials and tasks.

**Environmental Adaptability:** Tasks are primarily performed indoors, but on rare occasions may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, fumes, temperature and noise extremes, machinery, vibrations, electric currents, toxic/poisonous agents, disease, or pathogenic substances.

**Judgment and Situational Reasoning Ability:** Ability to exercise independent judgment to apply facts and principals for developing approaches and techniques to proper resolution. Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Knowledge of specialized software programs in use for utility billing, time keeping, and water meter reading used for billing and reporting purposes.

Knowledge of equipment and materials in use for water and wastewater operations.

Ability to provide backup supervision, ability to persuade, convince and train others. Ability to advise and interpret how to apply policies procedures and standards to specific situations.

Ability to utilize descriptive data and information such as inventory records and reports, repair orders and documentation, and utility equipment requisitions.

Ability to work a flexible shift, at time with accuracy and while fatigued. Common sense / detail orientated.

Mathematic ability to add, subtract, multiply, divide, calculate percentages, fractions, and decimals.

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

~~High school graduate (or HSED equivalent) and additional education in accounting and or equivalent combination of education, experience and training that provides the following knowledge, skills, and ability:~~

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- ~~1. Computer literate with experience in Microsoft Word, Excel, and Access.~~
- ~~2. Ability to understand and follow oral and written instructions.~~
- ~~3. Ability to develop and maintain effective working relationships with other employees and the public.~~
- ~~4. Must be able to speak, read, write and spell in the English language.~~

#### **• Water, Wastewater, Storm Water, Garbage & Recycling Utility Billing:**

- o Calculate, print, correct, burst, sort, prepare and mail city utility bills which requires all of the following;
- o Import reads into utility billing system & meter change out reads are entered and calculated correctly,
- o Analyze consumption journals, send letters for high consumptions and create work orders for non-registering meters.
- o Enter reads for manually read meters.
- o Calculate bills for back billing if meters were not working or calculate refunds if needed for misreads,
- o Check and update zip+4 on customer accounts.
- o Change service rates at the correct time after rate increases are approved.
- o Provide usage information to Lab Manager and calculate and add sewer surcharge fees to bills Make sure annual fees are billed at the correct time.
- o Add, change and delete customer records for water, sewer, fire protection, garbage and storm water utility charges. Create and update spreadsheets for review and budget purposes for Street Department

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(garbage and storm water utilities) and gather information for rate changes for our Auditors for water, sewer and fire protection.

- Correct/adjust bills for refunding overpayments, calculating credits, etc.
- Maintain customer checking/savings account information for automatic withdrawals on the due date.
- Add penalties after the due date and reapply amounts due, fees and penalties for non-sufficient funds, closed bank accounts, etc.
- Update and check payments made on-line through our third-party payment processor.
- Go through County Assessor changes for both Dodge and Jefferson Counties and make changes to maintain customer addresses, ownership changes and parcel ID numbers.
- Set up new accounts and mail welcome letter of payment options, water, money and time saving tips.
- Serve as Administrator to maintain user ID, password, access and rights to Caselle Utility Billing program, Payment Service Network web site, and Acuity Scheduling web site.

● **Business Office/ Customer Service Management:**

- Directs and oversees the assistant billing clerks daily duties.
- Assist administrative assistant with all day-to-day operations and functions of the water business office and customer service as it relates to all subsections of the utility (operations, distribution, meter shop, and business office).
- Compose and track customer correspondence in regard to cross connection control program, meter change outs, high water usage, private leak repairs, special utility projects and programs, winter run allowance, and customer complaints. Must also follow-up in a timely manner as necessary based on the notification time period.
- Serve as primary back up for Administrative Assistant II for payroll, accounts payable and accounts receivable.
- Answer customer phone calls, set up appointments, do final bills, assist with coding accounts receivable for invoicing, assist customers with making payments, picking up deduct meters and explain how to locate leaks within their homes.
- Create itinerary and gather work orders for next day for Water Department Personnel.

● **Create and Delegate Meter Shop Work Orders:**

- Create work orders for department staff as necessary and confirm its completion. If the work order is complaint driven, follow up with the complainant to verify their satisfaction. Prioritize the work orders as necessary based on severity to minimize damage and water service disruption.
- Create work orders and mail letters to customers for meter change-outs/upgrades when needed (900 or more each year).
- Maintain meter testing schedule.
- Maintain customer accounts with old and new meter reads and meter records, maintain meter inventory and test records for the Public Service Commission (PSC).
- Order meters, meter transmitters and other meter parts when needed and maintain physical inventory so that meters and parts are available when needed.

● **Assist the Water Systems Manager**

- As necessary to obtaining current and historical; records, data, account balances, contract documents, and all other information as determined necessary by the Water Systems Manager to facilitate and maintain the everyday operations of the utility.
- Provide statistical information to the manager on a monthly basis or as needed to complete reports.
- Assist the manager in the annual budget preparation process based on annual expenditure data related to water meter purchases and other office supply expenses.

● **Public Service Commission Water Utility Reporting:**

- Create, route and process job orders, code them with PSC account numbers and calculate truck and inventory expenses for City Hall, the PSC and auditors.
- Maintain water loss, service, water main and hydrant inventory from these job orders. Calculate miscellaneous accounts receivable charges from work orders (hydrant meter usage, turn-ons,

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etc.), code with PSC account numbers and add charges to utility account or give to accounts receivable dept. for invoicing.

- o Maintain customer class information and continuing property records for the Public Service Commission.
- o File work orders, cross connection reports and other paperwork. Clean out files and create new files at the end of the year.
- o Maintain record retention information and decide when records can be destroyed.

• **City of Watertown Clerk Office duty shared and related management:**

- o Process and determine if and what amounts need to be written off for bankruptcies and if they need to be sent to the City Attorney for filing.
- o Maintain impact fee records and mail letter of utility rules to builder/owner. Maintain petty cash for Water Utilities business office.
- o January: Create inventory count spreadsheet, update after count is complete and adjust inventory – email adjustments to City Hall for General Ledger update.
- o September-November: Create and check tax roll for delinquent amounts to be sent to property taxes, create Excel files, print and mail letters to property owners, landlords and tenants by October 15<sup>th</sup>.
- o Get reports ready for the Post Office and create daily reports for City Hall and Customer Service Rep.
- o Add the 10% penalty on November 1<sup>st</sup>, run reports and remove balances on November 15<sup>th</sup>.
- o Mail certified list of utility lien to Dodge and Jefferson County as per Wis. Statute.

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• **Computer knowledge and understanding of input/export of data:**

- o Microsoft Suite (Office 365, Word, Excel, Access, Outlook, PowerPoint, Publisher, SharePoint Workspace, InfoPath Designer).
- o Utility record keeping software. (researching software package options)
- o Proprietary Advanced Meter Analytics software: Badger ReadCenter & Beacon AMA, Payment services network, and Acuity Scheduling.
- o Geographic information system: ESRI's ArcGIS version 10.3.1., City of Watertown, Counties of Jefferson and Dodge GIS & Ascent Land Records
- o Time Management: (researching new software package options), Google electronic calendar
- o Communication: CC&N communication software with telephone, smart phone, CB radios, fax machine
- o Miscellaneous office Equipment: Internet, laptop computer, telephone, voicemail, cellular phone, Email, fax, calculator, printer, copier, scanner, automatic bill folder/stuffer, calculator, HydroSoft (HydroCorp online reporting software), Adobe, Skype
- o Other custom spreadsheets (Requisitions, Budgeting, Work Orders, Purchasing Card), Time clocks (Time and Attendance)
- o Civic Systems software package which includes: utility billing, ACH direct pay, electronic read interface, service orders, splitter, tax certification, online bill pay and bill presentation, and cash receipting.
- o Public Service Commission web site access administration experience needed for annual water report.

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• **Training other:**

- o Complete working knowledge of Microsoft Office, bankruptcy case basics, certificate received for training on programming and using meter reading handhelds, and certificates received for training completed on the following software: Connect, Read Center/Galaxy, Caselle Clarity billing, tax roll and meter management programs. Training required on the following websites: Payment Service Network website, the United States Postal Service Postal One! website and Civic's customer support portal. Training on Public Service Commission, United States Post Office and City Municipal rules and regulations, training on using the bill burster and knowledge of payroll, accounts payable/receivable and Badger Meter metering devices. Position is cross-trained on meter reading and changing remote registers and using the Trimble handheld for the Galaxy transmitters.

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• **Education / Licensing;**

○ Bachelor's degree in business administration or related field preferred (accounting or finance).  
Associate's degree and proven experience as an office administrator, office manager, or similar role in a utilities company or related industry. Proficient in MS Office, accounting software, and database systems. Excellent verbal and written communication skills. Strong organizational, time management, and multitasking skills. Attention to detail and accuracy. Ability to work independently and as part of a team. Knowledge of utility operations, equipment, and regulations.

○ Requires; High school graduate degree plus Associates Degree with course work and/or 6 years' experience in administrative work including accounting.

○ CPR, First Aid, AED

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