



City of Gunnison

Job Description

Job Title:	Utility Billing Clerk		
Department:	Finance Department	Division:	n/a
FLSA Status:	Non-Exempt	Position Status:	Full-Time
Date Updated:	10/6/2016	Job Physical Level:	Light
General Purpose:			
Performs utility billing processes, including the preparation of utility billing statements, and resolves customer account issues. Provides accounting assistance within the department.			
Essential Duties and Responsibilities:			
<p>The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The City reserves the right to modify or change duties or essential functions of this job at any time.</p> <p>Processes and maintains utility meter reading, customer account, and route records. Updates ownership/rental/address changes. Updates service changes. Accepts and refunds service deposits.</p> <p>Processes and generates monthly utility statements. Responds to inquiries from customers and resolves billing issues.</p> <p>Reconciles and verifies usage and account information and resolves discrepancies.</p> <p>Provides customer service functions including receiving account payments, responding to customer inquiries, and troubleshooting usage issues.</p> <p>Balances the cash register on a daily basis.</p> <p>Performs accounts payable and receivable functions as necessary.</p>			
Other Duties and Responsibilities:			
Performs other duties as required.			
Job Qualifications			
Required Education and Experience:	High school diploma or GED. Two (2) years in a clerical, accounting, or bookkeeping position consisting of billing duties. Applicable courses may substitute for experience. Advanced educational courses in accounting are desirable.		

Other Necessary Requirements:	<p>Ability to operate a personal computer and printer</p> <p>Ability to operate cash register and calculator.</p> <p>Ability to accurately count change.</p>
Necessary Knowledge, Skills and Abilities:	<p>Customer service skills including the ability to resolve/diffuse customer issues and complaints.</p> <p>Knowledge of basic accounting practices.</p> <p>Knowledge of Excel spreadsheets and Word (or similar) word processing.</p> <p>English Language Comprehension - Requires the ability to listen to, read, understand and communicate the English language so that others are able to understand. This must be done both orally and in writing, at the level appropriate for the position held.</p>
Working Conditions	
Work Environment:	<p>The majority of this position's duties are performed in an office environment. The incumbent may make occasional trips to external locations experiencing exposure to weather elements and temperatures and automobile travel.</p> <p>The noise level in the work environment is usually relatively quiet.</p> <p>The position provides excellent and considerate customer service, prioritizes and manages multiple responsibilities in a fast paced work environment. The position works collaboratively and builds open and honest relationships across the organization.</p>
Physical Activities:	<p>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.</p> <p>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 feel objects, tools, or controls; and reach with hands and arms.</p> <p>The employee must occasionally lift and/or move up to 15 pounds.</p> <p>Specific vision abilities required by this job include close vision and the ability to adjust focus.</p>
Tools and Equipment Used:	<p>Ability to participate in and respond to routine conversation in person or via telephone, and distinguish telephone, printers, computers and other auditory tones.</p> <p>Visual and physical ability to work on computers for substantial amounts of time.</p>

