



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:	11/29/2018	Job Physical Level:	Light
General Purpose:			
Performs utility billing processes, including the preparation of utility billing statements, and resolves customer account issues. Serves as a customer cashier and primary customer service representative. Provides accounting assistance within the department.			
Essential Duties and Responsibilities:			
<p><i>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.</i></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. Communicates frequently and cooperates with the Public Works Department to obtain timely and accurate billing information.</p> <p>Audits customer records for billing accuracy.</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:	<p>High school diploma or GED.</p> <p>Two (2) years in a clerical, accounting, or bookkeeping position consisting of billing duties. Applicable courses may substitute for experience.</p> <p>Advanced educational courses in accounting are desirable.</p>		

Other Necessary Requirements:	Some knowledge of the operation of a PC and various software applications; some knowledge of the operation of standard office equipment.
Necessary Knowledge, Skills and Abilities:	<p>Customer service skills including the ability to resolve/diffuse customer issues and complaints frequently.</p> <p>Knowledge of basic accounting practices.</p> <p>Knowledge of Excel spreadsheets and Word (or similar) word processing.</p> <p>Knowledge of 10-key (calculator) practices.</p> <p>Skill to handle stress effectively without it interfering with performance.</p> <p>Skill to organize, set priorities, and exercise sound independent judgment within areas of responsibility.</p> <p>Skill to communicate clearly and effectively, both orally and in writing.</p> <p>Ability to interpret and relay instructions and directions.</p> <p>Ability to transfer information accurately in writing.</p> <p>Ability to accurately handle large sums of money.</p> <p>Ability to establish and maintain highly effective working relationships with other employees, departments and the public.</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 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.</p> <p>The majority of this position's duties are performed in an office environment.</p> <p>The noise level in the work environment is usually quiet.</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>Ability to perform activities requiring substantial sitting.</p> <p>Ability to lift and carry items such as office supplies and equipment, up to 15 pounds, on an occasional basis.</p> <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. Specific vision abilities required by this job include close vision and the ability to adjust focus.</p>
Tools and Equipment Used:	Personal computers, printers, telephone, 10-key calculator.
Supervision Received:	
Works under the general supervision of the Finance Director. May receive periodic direction from the Accountant.	
Supervision Exercised:	
Generally None. May supervise temporary staff or give assignments and direction to staff in training.	

**ACKNOWLEDGEMENT OF RECEIPT
PLEASE SIGN AND RETURN TO HUMAN RESOURCES**

I, (print name) _____, acknowledge that I have received a copy of the current job description for the position of **Utility Billing Clerk** with the City of Gunnison. I understand the job description does not constitute an employment agreement between the City of Gunnison and myself and is subject to change by the Management of City of Gunnison in its sole discretion. 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.

Employee Signature

Date

Supervisor Signature

Date