

CITY OF BANNING, CALIFORNIA



Senior Utility Billing Representative

Job Code: 1340

FLSA

Exempt

Non-Exempt

JOB DEFINITION: Under general supervision, performs a variety of duties associated with the setting up of utility billing accounts, providing customer service, assistance and working on collection of past-due monies owed for City of Banning-provided municipal services.

ESSENTIAL FUNCTIONS: The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

REPRESENTATIVE DUTIES: Performs a variety of investigative, administrative and customer service functions associated with the collection of monies owed for delinquent City of Banning electric, water, sewer and/or trash services. Reviews utility billing accounts and/or time-payment service agreements. Identifies residential and commercial accounts with unpaid bills/accounts. Contacts utility customers regarding unpaid bills. As authorized, enters in to new payment agreements. As required, initiates turn-off processes and procedures. Issues notices and related service status notifications.

Reviews requests for meter re-reads. Authorizes meter re-reads. Receives and reviews re-read information. As required, adjusts account information and readings. Identifies and/or investigates unusual readings and/or other usage reports. Forwards suspected theft of services or related concerns to supervisor. Monitors accounts for compliance to agreements.

Accepts and reviews meter reads and related service usage reports. Identifies unusual usage patterns. As required, requests and/or initiates meter re-reads. Updates customer database. Prints out and mails utility service bills. Accepts payments and issues receipts. Updates and maintains a variety of financial, service usage, statistical and other files and records. Reviews, processes, issues and/or authorizes issuance of rebates, refunds and/or other monies owed to utility service customers.

Establishes new accounts. Obtains and validates new customer information. Requests, obtains, accounts for and handles account set-up deposits, letters of credit and related needs. Sets up accounts in automated and/or manual recording system. As authorized, works with customers regarding payment plans and optional payment schedules. Enters in to payment agreements. Monitors and tracks account activities.

Assists citizens with special needs and/or involved in special projects/programs. As required, provides services and assistance regarding citizen involvement/participation in rebate and related programs. Responds to inquires and contacts made in person, by phone, mail, e-mail and/or other contacts.

Performs other duties as assigned or required.

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KNOWLEDGE and SKILLS:

- Knowledge of applicable city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of the City's and the Department's policies and procedures.
- Knowledge of the principles of bookkeeping and/or accounting.
- Knowledge of the principles of file and records management.
- Knowledge of the principles of customer service and assistance.

- Skill in reading, understanding, interpreting and applying relevant city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders, policies and procedures and other operational guidelines and directives.
- Skill in assessing and prioritizing multiple tasks, projects and/or demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in assessing, analyzing, identifying and implementing solutions to complex problems.
- Skill in establishing and maintaining effective working relations with co-workers, staff, vendors, contractors, visitors, the general public and others having business with the City of Banning.
- Skill in operating a personal computer utilizing a variety of software applications.

MINIMUM QUALIFICATIONS: A high school diploma or GED **AND** three (3) years of utility billing, customer service, client relations, clerical accounting, collections or closely related experience.

ADDITIONAL REQUIREMENTS: May be required to lift and/or carry heavy, bulky supplies, materials, equipment and/or items weighing up to 20 pounds. May be occasionally required to work outside the traditional work schedule.