

CITY OF BANNING, CALIFORNIA



Utility Billing Representative

Job Code: 1350

FLSA ☐ Exempt ☒ Non-Exempt

JOB DEFINITION: Under close supervision, performs a variety of duties associated with the setting up of utility billing accounts, providing customer service and collection of 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: Accepts payments for utility services. Reviews accounts. Updates customer records. Issues receipt. Establishes new customer utility accounts. Obtains and validates new customer information. Requests, obtains, accounts for and handles account set-up deposits, letters of credit and related needs. Creates accounts in automated and/or manual recording system. Assists customers with filling out of forms and other required items. Initiates and/or processes paperwork associated with connections for new services.

Monitors accounts for compliance to time-payment plans and payments. As authorized, enters in to time payment agreements. Monitors payments and payment history for compliance to established parameters. As authorized, accepts and reviews requests for 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.

As required, assists citizens with special needs and/or involved in special projects/programs. Responds to inquires and contacts made in person, by phone, mail, e-mail and/or other contacts.

Prints out and prepares utility service bills for mailing. Updates and maintains a variety of financial, service usage, statistical and other files and records.

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 basic principles of bookkeeping and/or accounting.
- Knowledge of the basic 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 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** one (1) year of clerical, secretarial, clerical accounting, customer service 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.