

MAJOR FUNCTIONS

This is responsible, detail oriented, technical accounting work insuring that the data and systems for utility account billing are reviewed, updated, and maintained as necessary to enable the timely and accurate billing of residential and commercial utility customer accounts. As duties require extensive use of the City's Customer Information System (CIS), an employee in this class must have a good working knowledge of the system and its capabilities. An employee in this class is expected to exercise independent judgment in analyzing and solving utility billing problems with advice and assistance from a technical superior. Work is reviewed by a technical superior while in progress and upon completion for accuracy and conformity with operating policies and procedures.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Reviews, and analyzes reports generated by the CIS for exceptions, edits and other abnormal occurrences. Makes appropriate inquiries in order to generate or complete work orders and update or reconcile information on the CIS Reviews meter reading exception reports and obtains readings. Identifies faulty meters, dead meters, incorrect billings. Makes billing adjustments to accounts, and as necessary, initiates action to reissue bills to customers and corrects other internal records such as accounts receivable. Develops test plans to perform testing on CIS program modifications and provides written evaluation and documentation of test results with recommendations for program changes. Assigns rate and site codes for utility account billing. Researches CIS database and compiles information and reports upon request. Reviews individual customer accounts and updates CIS database on an on-going basis. Performs related work as required.

Other Important Duties

Assists with special projects for the Utility Accounting Division. Verifies and schedules billings and reports to be run in batch. Monitors and maintains sales tax and rate change records. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of accounting system and/or utility billing methods and procedures. Considerable knowledge of modern record keeping, bookkeeping, and reporting methods. Considerable knowledge of various personal computer software to include; word processing, spreadsheets and database management tools. Considerable knowledge of the rules, policies, regulations, and procedures involved in analyzing utility account transactions. Considerable knowledge of the principles, practices, procedures, and equipment used in utility account billing. Ability to make rapid and accurate computations and tabulations, to maintain complex clerical records, and to prepare accurate reports from such records. Ability to plan, organize, and perform work independently. Ability to understand and follow complex oral and written instructions. Ability to prepare clear and concise written reports. Ability to communicate effectively with commercial and residential utility account customers and personnel in other departments.

Minimum Training and Experience

Possession of an associate's degree in business and one year of utility billing, inventory control, or accounting systems experience; or possession of a high school diploma or an equivalent recognized certificate and three years of utility related systems, inventory control, or accounting systems experience; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E state driver's license at the time of appointment

Established: 05-12-98

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08-10-09*