



## POSITION DESCRIPTION

Position Title: Utility Billing Coordinator  
Reports to: Assistant Finance Director  
Status: Non-Exempt; Regular Full-Time  
Grade: V  
Hours of Work: Primarily regular dayshift office hours

### **Statement of Duties**

The Utility Billing Coordinator is the first point of contact for Utility Billing and assists the residents, community, outside agencies and employees over the phone and in person. Position is responsible for supervising the overall securing, processing, and issuance of the utility bills (water, sewer maintenance and solid waste). Also performs a wide variety of complex billing, financial and administrative work, keeps official records, provides administrative support to the Finance Director and Assistant Finance Director and assists in the administration of the standard operating procedures and policies of the department.

### **Supervision**

Employee works under the general supervision of the Assistant Finance Director. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides support for new, difficult, or unusual assignments, including suggested work methods. Unusual situations are referred to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. The employee will complete various tasks with minimal supervision.

Employee has access to confidential account records.

Employee may be required to work outside of normal business hours as needed to complete duties.

### **Job Environment**

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Employee uses judgment to locate, select,

and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors can result in a delay or loss of service, monetary loss, and/or legal repercussions. Position has frequent contact with the public to respond to inquiries, requests, or complaints regarding water bills. Other contacts are with other village departments, banks, and collection agencies for the purpose of exchanging information and coordinating work. Contact usually occurs in person, in writing, or on the phone.

### **Position Functions**

*The essential functions or duties listed below are intended only as illustration 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, or extension of, the position.*

### **Essential Functions**

1. Official record keeper for utility accounts. Responsible for the accurate processing of utility bills; schedules reading of meters for billing, final bills. Completes this process in accordance with Village Codes.
2. Oversees the issuance and collection of utility bills; issues all final bills to customers and makes any adjustments to bills and issuance of any refunds, if necessary.
3. Balances cash drawer and prepares bank deposits.
4. Issues delinquent notices and handles all related phases of termination of service; works with Collection Agency when necessary. Works to resolve financial hardship issues and monitor payment plans.
5. Tracks, prepares, and provides data and statistics for various reports.
6. Prepares water usage report for Fox Metro WRD provides all account updates to Fox Metro on a routine basis, sends all final bills to Fox Metro; invoices Fox Metro for all such services.
7. Creates, updates and processes ACH Auto Pay files.
8. Provides assistance to customers, outside agencies, and employees.
9. Provides backup support in Finance Department.
10. Performs similar or related duties as assigned.

## **Required Minimum Qualifications**

### **Physical and Mental Requirements**

Employee works in a typical office environment. Employee is required to stand, walk, sit, talk, listen, and use hands, while performing duties.

Occasionally, employee may be required to lift objects up to 10 lbs., and seldom lifts up to 30 lbs. Normal vision is required for this position. Equipment operated includes light equipment, office machines, and computers.

### **Education and Experience**

It is preferred that a candidate for this position has an associate's degree in office management or accounting with one to three (1-3) years of responsible office experience; five to seven (5-7) years of billing, invoicing and accounts receivable experience, or an equivalent combination of education and experience. Tyler Munis experience is preferred.

### **Knowledge, Skills and Abilities**

A candidate for this position should have knowledge of:

- Financial record keeping
- Standard cash handling procedures
- Mathematics and billing/invoicing
- Municipal operations
- Office practices and procedures

Skill in:

- Organization and problem solving
- Performing cashier duties accurately
- Use of computers, calculators, copy machines, and various computer programs, including Microsoft Office Suite
- Communication and customer service

And ability to:

- Establish and maintain courteous and effective working relationships with other employees, public officials, contractors, developers, architects, and general public
- Communicate effectively in person, over the phone, and in writing
- Work under pressure with frequent interruptions and in stressful situations
- Assemble and organize materials and work independently on assignments and with confidential material
- Address customer concerns with empathy and professionalism