



City of Americus, GA

Title: Utility Billing Technician

Class Code: 4305

JOB DESCRIPTION

General Description:

The purpose of this class within the organization is to produce and process invoices in the daily operations of the utility customer billing services divisions. Perform a variety of accounting related duties associated with utility billing, work orders and work with software support companies to resolve problems.

Duties and Responsibilities:

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Inputs and processes meter reading data downloaded from an electronic meter reading system to customer accounts. Perform a variety of accounting work in relation to all stages of utility billing including meter exchanged, electronic reading uploads, reconnects, disconnects.
- Prepares and completes re-read service orders for confirmation on questionable accounts. Shut offs, delinquency notices, troubleshooting large bills, new services, and correcting system errors.
- Generates service orders for routine and miscellaneous service requests. Perform meter connection are set up all main. Form new meter connections from Public Works
- Reviews accounts for discrepancies prior to billing; conducts pre-billing consumption credit adjustments when necessary. Uses a variety of complex computerized network databases and data processing and management software on daily basis.
- Confers with Customer Service Administrator on occurrences affecting the accuracy of the customer invoices.
- Computes balances due for billing or recording purposes.
- Prepares reports as instructed. Responsible for the accurate and efficient completion of activities included in the daily operation of utility billing.
- Reviews accounts and service orders for discrepancies in the turn-on and turn-off processes.
- Prepares collection reports, maintains delinquent list and calculates charges. Accountable for the timely completion of assigned duties with minimal supervision and performing work with accuracy.
- Prepares billing registers, deposits, refunds, credits, and non-payment notices.
- Creates files for mailing; sorts and distributes incoming mail by electronically transferring to Arista.
- Performs related work as assigned. Work with utility Cust. Service Admin, meter reader, public works, gas utility, and Cust. Service reps. on the implementation of new billing and customer services processes as well as new or updated software application, processes and equipment.

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Minimum Education and Experience Requirements:

Requires a High School Diploma, GED or Associate Degree. Some accounting experience or equivalent combination of education and experience; Requires one year of experience in billing, finance or closely related experience; Required qualifications may be any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

Physical Demands:

Performs sedentary work that involves walking or standing some of the time and involves sustained keyboard operations.

Unavoidable Hazards (Work Environment):

None.

Special Certifications and Licenses:

None.

Americans with Disabilities Act Compliance:

The city of Americus is an Equal Opportunity Employer. ADA requires the city of Americus to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

By signing below, I confirm that I have read the above job description and understand the requirements, duties and responsibilities of the position.

Employee: _____ Date: _____

Manager: _____ Date: _____

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