



## Utility Billing Specialist

<b>Job Title:</b>	Utility Billing Specialist	<b>FLSA Status:</b>	Non-Exempt
<b>Department:</b>	Office	<b>Reviewed By:</b>	Admin Manager
<b>Approved By:</b>	General Manager	<b>Approved Date:</b>	11/07/2024

### SUMMARY

Responsible for utility customer billing. Prepares utility billing statements, maintains customer billing and metering information and records, reviews electric and water meter data, provides specialized customer service as it relates to utility billing, and general customer service as it relates to utility operations and activities.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position; some of which will need to be mastered through utility experience. These are not to be construed as exclusive or all-inclusive. Additional duties may be required and assigned.

- Prepares and distributes monthly billing statements for electric and water services, and all other billed charges, including wastewater charges for the City of Cedarburg.
- Creates and maintains accurate customer billing and metering information in the customer information system (CIS), including but not limited to proper rate classifications and application of utility rate and rule tariffs, responsible parties, meter installation details and tax-exempt status.
- Processes customer applications for residential and commercial utility service.
- Establishes, updates and monitors customer budget and time-of-day accounts in accordance with Public Service Commission of Wisconsin (PSCW) requirements.
- Establishes, updates and maintains customer ACH file and records.
- Researches account transactions to respond to customer inquiries concerning billings, payments, adjustments and consumptions issues.
- Investigates and calculates account billing corrections, including billing adjustments and customer credits, and submits the calculations for approval and processing. Prepares explanatory letters and spreadsheets for customer and regulatory review. Maintains records of all corrections and supporting documentation.
- Develops and prepares written communications to customers.
- Provides statistical information for Commission meetings, PSC report and financial audit.
- Provides in-house training and support of CIS to other utility personnel; creates and maintains CIS procedures and instructional documentation.
- Prepares schedule for bill inserts, including utility-sponsored bill inserts and bill inserts by other City departments and community groups.
- Maintains all billing records for appropriate retention period as required by law.
- Provides exemplary customer service to internal and external customers.
- Attends and assists with utility sponsored public events, prepares public educational materials and participates in outreach efforts.

- Responds to planned and unplanned customer engagement opportunities and significant event response, including but not limited to large scale outages, severe weather events and drinking water emergencies.
- Complies with all utility safety programs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **QUALIFICATIONS AND REQUIREMENTS**

### **Education and/or Experience**

High school diploma, associate degree in accounting or related, with 3 or more years utility billing, account reconciliation, and customer service experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

### **Language Skills**

Ability to utilize a wide variety of advisory data and information, such customer billing information; billing statements; meter data output and reports; computer billing journals; computer software operating manuals; city and utility policies and procedures; Public Service Commission of Wisconsin rules, regulations, and tariffs; Wisconsin Department of Natural Resources rules and regulations; State of Wisconsin legal statutes; and safety rules and manuals.

Ability to explain, demonstrate, and clarify to others within well-established policies, procedures, and standards, as well as the ability to follow specific instructions and respond to complex requests.

Ability to communicate in writing and orally with customers, staff, financial auditors, regulatory agencies, and the general public.

Ability to prepare letters, statements, notices, memos, narrative and statistical reports, and other correspondence using prescribed formats according to accepted rules of punctuation, grammar, and style.

Handles sensitive information or issues with empathy and confidentiality.

### **Mathematical Skills**

Ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, and decimals; interpret and develop detailed descriptive statistical reports; and the ability to perform mathematical operations with algebra.

### **Reasoning Ability**

Ability to perform mid-level data analysis, including the ability to audit, deduce, assess, conclude, and appraise. Ability to solve practical problems and deal with a variety of situations where only limited standardization exists. Be able to plan, organize and prioritize multiple work assignments simultaneously and be able to work effectively with interruptions.

### **Computer Skills**

Advanced Microsoft Office skills required. Ability to create databases, calculate controls, sort and filter, and establish relationships between tables. Ability to create advanced queries and use data validation and macros to automate workbook functionality. Experience with integrated billing and customer information systems and customer report writing software a plus.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or touch objects, tools, or controls; and talk or hear. The employee is occasionally required to stand; walk; reach above shoulders; and stoop, kneel, or crouch. The employee must occasionally lift and/or move office supplies, files, reports etc., weighing up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment**

The work environment is a professional office environment where a business casual dress code is in effect. The noise level in the office is moderate, including phones, customers and office equipment.

Normal work schedule is 8:30AM – 5:00PM, Monday through Friday. Occasionally, additional time is required outside normal hours to complete assigned work.

I have read and understand the duties, responsibilities and requirements of this position.\*

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Employee Acknowledgement

\_\_\_\_\_  
Date

\*This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship. Cedarburg Light & Water Utility retains the discretion to add duties or change the duties of this position at any time.