Utility Billing Clerk

Job Title:	Utility Billing Clerk	**FLSA Status**:	Non-Exempt
Department:	Office	**Reviewed By**:	Admin Manager
Approved By:	General Manager	**Approved Date**:	3/03/2020

GENERAL PURPOSE

The Utility Billing Clerk is part of a small but dynamic team focusing on providing exemplary customer service to internal and external customers; tasks include customer service, billing and collections. This position reports to the Administrative Manager.

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.

- **Customer Support** – Responds to customer inquiries regarding electric and water usage, account balances, billing questions, and utility programs. Monitors and routes general email and voicemail communications to appropriate Utility staff. Handle sensitive information or issues with empathy and confidentiality.

- **Account Management** – Processes requests to establish, transfer, and discontinue residential and commercial utility services. Maintains accurate customer account contact and billing information.

- **Billing and Collections** – Monitors high-consumption reports and assists customers with billing inquiries. Establishes, updates, and maintains customer ACH records and related account information. Applies late and overdue balance fees. Processes final customer billing batches.

- **Payment Processing and Reconciliation** – Accepts and processes customer payments received in person, by mail, and through online payment platforms. Balances daily cash drawers, reconciles receipts, and prepares bank deposits.

- **Field Coordination** – Creates and manages service orders for field personnel related to customer service requests, trouble calls, routine maintenance, and requested service connections or disconnections.

- **Title Company and Property Transfer Support** – Assists title companies and property owners by responding to inquiries, tracking deposits and payments, and preparing utility-related documentation.

- Attends and assists with utility sponsored public events.

- 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.

- Comply with all utility safety programs.

An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

CORE COMPETENCIES

- Excellent interpersonal skills
- Ability to organize and prioritize
- Strong attention to detail
- Comfortable working with a team and independently

QUALIFICATIONS AND REQUIREMENTS

Education and/or Experience
High school diploma or equivalency required, previous customer service experience a must. A utility background is a plus. 1-3 years of relevant experience in an office setting preferred.

Language Skills
Ability to effectively communicate with customers and staff, both in-person, via email and by phone. Ability to write error free reports, business correspondence and procedural documents.

Mathematical Skills
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

Reasoning Ability
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
To perform this job successfully, an individual should have a good working knowledge of Microsoft Office suite and be proficient on a 10-key keypad.

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 usually moderate including telephones, customers and office equipment.

Normal work schedule is 8:30AM – 4:30PM, 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.*

_____ _____

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.