

# CITY OF FALLS CITY

## UTILITY BILLER

### POSITION DETAILS

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**Position Title:** Utility Biller

**Pay Range:**

**FLSA Status:** Non-Exempt

**Probation Period:** 6 Months

**Assignment Category:** Regular, Part-Time (20 hours/week)

**Location:** Falls City Hall, 299 Mill St. Falls City, OR 97344

**Position Type:** Staff

**Hours:** M-F, 9am-1pm or 1pm-5pm

**Weekend Work:** Rarely

**Position Summary:** The Utility Biller is responsible for administering the Utility Billing Program, and providing administrative and/or clerical support to the Public Works Department. This includes, but is not limited to utilizing the utility billing system to issue bills, process payments, and issue notices (late, shut-off, non-sufficient funds, etc.). The Utility Biller will also be the main point of contact for customers both in-person and via telephone. Additionally, the Utility Biller will have primary responsibility for the clerical aspects of non-utility accounts payable and receivable. The Utility Biller will also have primary or secondary responsibility for other programs, and will perform other tasks and projects as assigned by the City Manager.

A qualified candidate for this role should have at least a High School Diploma, and cash handling experience. Prefer experience with book keeping or utility billing, and customer service.

**Special Demands:** Vision, hearing and speech are required along with manual dexterity. Position requires prolonged sitting, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. Must be able to drag, lift, and push materials weighing up to 35 pounds.

### POSITION DUTIES

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The listed duties are a summary of those typically performed by the City Clerk. Additional accountabilities and duties may be assigned from time to time. This list is not meant to be a comprehensive accounting of each duty or task performed.

Key Accountability	UTILITY BILLING
Duty Statement	Performs all aspects of the utility billing process. Prepares monthly meter reading routes and maintains hand-held meter reader. Utilizes utility billing software to issue monthly bills and process payments. Main point of contact for several software suites related to utility billing. Issues appropriate notices and correspondence related to utility billing. Prepares all necessary reports to ensure proper information is available for deposits, monthly reconciliations, yearly audits, utility billing inquiries, reporting requirements, and budget preparation. Issues, monitors, and closes all utility work orders. Serves as the administrative assistant for the Water and Sewer Divisions. Issues liens and lien payoff amounts for past due accounts. Provides reception services at City Hall by answering telephone, fax, email, and in-person inquiries. Ensures all billing supplies and equipment are stocked and functional; takes corrective action if not.

<b>Percentage of Time</b>	80% (16 Hours per Week)
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<b>Key Accountability</b>	<b>OTHER DUTIES</b>
<b>Duty Statement</b>	<p><b>Clerical Work on Front Office Programs:</b> The incumbent will perform task level clerical work for various front office programs such as:</p> <p>Public Records, Public Information, City Rentals, Business Licensing, Cemetery, Accounts Receivable, Public Bodies, Risk Management</p> <p><b>Program Development:</b> Like all City Staff, the incumbent is expected to recognize programmatic weaknesses and assist in creation of operating procedures, standardized forms, and “how to” guides to remediate them.</p> <p><b>Office Administration:</b> Directs the workflow of incoming people and correspondence. Manages all aspects of office supply inventory and ordering. Assists in creation of yearly clerical budget.</p> <p><b>Other:</b> Cross Trains with City Clerk and serves as secondary on all City Clerk accountabilities. Other tasks and projects as assigned.</p>
<b>Percentage of Time</b>	20% (4.0 hours/week)

## PERFORMANCE STANDARDS

<b>Key Accountability</b>	<b>UTILITY BILLING</b>
<b>Task List</b>	
<b>Performance Standards</b>	

<b>Key Accountability</b>	<b>OTHER DUTIES</b>
<b>Task List</b>	<p><b>Public Records Retention Program</b></p> <p><b>Public Records Request Program</b></p> <p><b>Business License Program</b></p> <p><b>Cemetery Program</b></p> <p><b>City Rentals Program</b></p> <p><b>Program Development</b></p>

	<b>Office Administration</b>
<b>Performance Standards</b>	

## **POSITION FACTORS**

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<b>Minimum Education and Experience</b>	High School Diploma and some cash handling experience required. Prefer bookkeeping and/or utility billing experience.
<b>Supervision Received</b>	Incumbent will report directly to the City Clerk. After probationary faze, incumbent will receive general direction from the City Clerk, but is expected to perform basic duties independently.
<b>Analytical Skills Required</b>	This position requires excellent analytical and communication skills to problem solve billing issues.
<b>Financial Accountability</b>	Extensive cash handling, financial documentation, and financial reporting responsibilities. Funds in a given transaction or set of transactions will typically be \$15,000 or less, but may exceed \$100,000 on occasion.
<b>Impact of Actions Carried by This Position</b>	Poor execution of the tasks associated with this role could lead to liability for the city and the incumbent. Also may lead to loss or misapplication of funds.
<b>Supervision Exercised</b>	This position will exercise occasional supervision over interns, volunteers, and/or community service workers.
<b>Human Resources Impact of this Position</b>	None.
<b>Internal Contacts</b>	Has regular contact and interaction with Public Works Staff, the City Manager, and the City Clerk.
<b>External Contacts</b>	Regular contact and interaction with outside City, County, and State Staff and Officials. Also has regular contact with contract City Staff, and City Contractors. Finally, has extensive contact with the public.