



## Utility Billing

- Administers delinquent utility account collections, write-offs, and tax certifications. \*
- Assists with work orders for meter/hook-up personnel for new customers. \*
- Makes appropriate account and payment corrections. \*
- Enters and maintains customer's ACH bank information. \*
- Set-up customer budget plans and re-adjust budget amounts annually. \*
- Cross-train for Utility Billing Specialist back-up.
  - Assist with establishing new accounts, processing applicable forms and activating billing procedures. \*
  - Assist with correcting billing errors, adjusting amounts, and maintaining utility database. \*
  - Assist with handling shut-off procedures, mailing notices to customers with delinquent accounts. \*
  - Assist with maintaining utility deposits and refunds. \*
  - Answers the telephone and gives out routine information and takes messages. \*

## Cash Receipting/Customer Service

- Ability to work front reception area when needed.
  - Assists with the receipt and collection of all payments to the City, including but not limited to utility and tax payments. \*
  - Searches for and checks records in response to requests for information, either manually or by operating a computer terminal. \*
  - Checks documents, records and computer output reports for errors. \*
  - Receives, routes, and screens telephone calls. \*

## **General Accounting**

- Enter & distribute purchase orders and follow-up on older outstanding POs needing to be relieved/unencumbered.
- Investigate and track correspondence for unclaimed property (outstanding checks), re-issuance of checks, and forwarding of unclaimed property to state
- Cross-train for counting/balancing cash drawers. \*
- Responds to general inquiries concerning the activities and operation of the Finance Department by relating or referring to established policies and procedures. \*
- Assists with the copying, collating, and binding of various City documents. \*
- Operates a variety of standard office machines and equipment, including calculators, photocopiers, postage scales and meters, and personal computers. \*

**The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all job duties that may be performed by such a person.**

## **QUALIFICATIONS**

**Education:** The job requires knowledge normally acquired through a high school education, and basic knowledge of office procedures. Associates degree is preferred.

**Experience:** A minimum of three years of general accounting experience, preferable in a municipal governmental office setting, with an emphasis on accounts payable and billing procedures. BS&A software experience is preferred.

### **Other Knowledge, Skills and Abilities:**

- Ability to use personal computers.
- Ability to communicate effectively with the public and other city employees is required.
- Ability to use standard office machines and equipment is required.
- Ability to write legibly is required.
- Basic Microsoft Office (spreadsheet and word processing) skills are required.

**The qualifications listed above are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.**

### **CERTIFICATION OR LICENSURE**

A valid, Michigan driver's license is required.

### **SPECIAL CONSIDERATIONS**

The job requires moderate physical exertion characterized by activities such as sitting or standing in one position for most of the day, continually viewing a PC screen, and/or using hands and fingers in activities requiring coordination or dexterity.

**Revised: 10/8/2021**