

UTILITY BILLING CLERK

Description of Work

Acts as the key employee in all aspects of customer accounting functions. Responsible for establishing and maintaining all utility customer account information. This position also coordinates the safety programs as established by the Board of Directors.

Essential Job Functions

1. Ability to report to work and work the required number of hours.
2. Must be able to perform mathematical calculations, operate a variety of general office equipment including but not limited to computers and peripheral equipment, telephone system and two-way radios.
3. Must be able to maintain efficient organization and be able to prioritize so that work can be done in a timely manner.
4. Capable of deep analytical thinking and able to solve problems creatively.
5. Excellent oral and written communications skills are required.
6. Ability to perform physical activities including - reaching, sufficient range of finger motion for keyboard entry, grasping, talking, hearing, stooping, kneeling, standing, walking, pushing, pulling, and repetitive motion.
7. Adequate eyesight and hearing are required (the minimum standard for use with work dealing largely with preparing and analyzing data and figures, accounting, transcription, computer data entry, extensive reading, visual inspection involving small defects on parts, use of measurement devices, etc.)
8. Ability to access all locations where equipment operation is required.
9. Ability to act calmly and take charge in emergency situations.
10. This position is subject to emergency response in the event of utility outages or emergencies.
11. Ability to perform CPR and administer first aid.
12. Possession of a valid driver's license; all employees except office staff must obtain a valid type A Nebraska Commercial Driver's License and any required endorsements within eighteen months of employment.
13. All employees hired are on a six-month probationary period.
14. The employee's residence must conform with the BPW residency requirement.

Duties and Examples of Work

Works with customers and other employees to obtain accurate billing information as well as property locations and dates/times for installing and removing meters. Provides and explains policy information to customers. Assists customers in identifying sources of high consumption. Provides conservation, rebate, and marketing information to customers. Enters meter readings, meter/customer work orders. Prepares bills for mailing and export to third party payment processors. Enters rate changes, recalculates sewer use fees, reviews billing transactions for accuracy, prepare month end reports for management, accounts for nonsufficient fund transactions. Prepares equal pay calculations bi-yearly. Ensures the handheld meter reading devices are loaded and up to date to facilitate meter reading. Oversees collections on a daily basis concerning past due utility bills, disconnects, turning accounts over to the collection agency or small claims court, and reporting directly to Accounting and Finance Manager.

Reports problems immediately to their supervisor. Performs other duties as assigned.

Qualifications

At least three years of customer service and accounting experience is required. Formal education may be substituted for experience. Ability to establish and maintain an effective working relationship with employees and customers. Must be at least eighteen years old.

Education

Graduation from high school is required. Course work in general accounting and business practices, including computer courses, is desirable.

Immediate Supervisor

Under the direct supervision of the Accounting and Finance Manager.