<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>BILLING CLERK</th>
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</thead>
<tbody>
<tr>
<td>TYPE:</td>
<td>REPRESENTED / NON-EXEMPT</td>
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<tr>
<td>REPORTS TO:</td>
<td>CUSTOMER SERVICE SUPERVISOR</td>
</tr>
<tr>
<td>DEPARTMENT:</td>
<td>BILLING/CUSTOMER SERVICE</td>
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<tr>
<td>DATE:</td>
<td>August 15, 2008</td>
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**JOB ANALYSIS**
This is a skilled, responsible position involving day-to-day performance of various utility billing functions, including, but not limited to, utility bill preparation and adjustments, accounts receivable and customer contact.

Job requires considerable knowledge in accounting, data processing, and office procedures.

Work involves preparation and adjustment of monthly utility bills and accounts receivable related functions, including preparation of delinquent notices. Work requires accuracy in all phases associated with billing of customers, entering related data into the computer and operation of computer programs.

Work is performed independently within established policies and procedures. The work and job performance will be reviewed by the Customer Service Supervisor and Manager of Finance through conferences, reports and internal controls. In addition, the work is subject to annual independent audits.

**ESSENTIAL JOB FUNCTIONS**
The following are typical duties for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Operation of meter reading and utility billing software. Assist with Meter reader/meter reading equipment and sequencing of routes.

Process bills from readings to posting, understanding the usage/time schedule including large power billing.

Process calls and applications for service from customers for Move In/ Outs.

Process Meter Exchanges

Maintain customer database such as address changes, transfers, refunds, and write off’s.

Insert/Mail completed bills
Process Customer requests for payment arrangements

Monitor and expedite collection of delinquent accounts by telephone, letters, notices and customer contacts. Generate disconnects, and follow-up on completed disconnections.

Respond to customer complaints, questions, and concerns regarding customer accounts and other billing inquiries.

Monitor budget customers

Month end balancing

Prepare adjusted bills if conditions warrant.

Respond to real estate inquiries.

Review existing procedures and reporting systems to ensure appropriateness and efficiency.

Assist with the development and review of accounting procedures as appropriate.

Participate in the annual closing and pre-audit of the Utility’s accounting and billing system.

Completes other duties as assigned.

QUALIFICATIONS

Required Education
Associate degree in accounting.

Required Experience
One to two years experience in accounting application, including a computerized accounting system, with a working knowledge of computerized spreadsheets and word processing programs; OR any combination of education and experience that provides equivalent knowledge, skills and abilities.

Special Knowledge
Thorough knowledge of Utility billing procedures.

Ability to comprehend and interpret a variety of documents including utility bills and related reports and forms.

Considerable knowledge and experience using spreadsheets and word processing.

Considerable knowledge of modern office practices, procedures and equipment

Ability to understand and carry out complex oral and written instructions.
Special Skills
Ability to operate a variety of office equipment including a personal computer, calculator, photocopier, telephone, and mailing machine.

Ability and licensed to operate a motor vehicle.

Ability to establish and maintain effective working relationships with other employees, the Utility Commission, and the public. Must be able to deal courteously and tactfully with the public through personal and telephone contact.

Physical Requirements.
Use of fingers and both hands and legs or be compensated by the use of acceptable prostheses.

Language Ability and Interpersonal Communication

Occasional travel is required for training purposes.

HOURS
As per Collective Bargaining Agreement

WAGE RATE
As per Collective Bargaining Agreement