



**CITY OF WEBSTER CITY
JOB BAND DESCRIPTION**

POSITION: Billing Specialist/Financial Services Office Manager

JOB – BAND CLASSIFICATION: Senior Administrative Support/Supervisor

Definition: To provide a wide variety of complex administrative and technical support, performs advanced/lead level technical support in the preparation of customer utility billing; a variety of tasks involved including billing, maintenance of billing records, and handling customer service issues; performs related duties, as required. This position also services as manager of the Financial Services Office as related to utility related issues.

Essential Functions:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer.

Essential duties and responsibilities may include, but are not limited to the following:

- Complete the daily cut and prepare bank deposit.
- Coordinate the preparation of data and records for residential and commercial customer computer generated billing.
- Load and unload data recorders and edit meter read data.
- Transfer and generate data for bills and notices.
- Review reports to ensure accurate billing records.
- Generate monthly schedule; ensure timely printing of bills and notices.
- Perform delinquency processing including issuing various notices, letters and in preparation for collections.
- Manage the Off-Set Program.
- Work directly with employees in other City departments to resolve billing and read issues.
- Assist with investigating billing irregularities.
- Maintain confidentiality of work-related issues and City information.
- Research and implement projects which will improve operations within the division.
- Assist with implementation of new billing software programs.

- Research billing issues and provide detailed explanations of City policies and procedures to customers.
- Direct, train, instruct, and oversee the daily performance of customer service staff; assist director with employee evaluations.
- Implement billing software and software updates; provide training and instruction to staff; test accounts for accuracy; complete forms and perform data entry information into the billing system.
- Review, prepare and maintain departmental procedures.
- Assist in the interpretation and implementation of City resolutions, ordinances, department policies, goals strategies, and programs.
- Maintain records and other documentation.
- Data entry into billing system; calculate adjustments to bills.
- Answer customer phone calls.
- Train other staff.
- Update procedures, as needed.
- Provide supporting documentation for audits.
- Maintain accurate historical records.
- Recommends improvements in policy and procedures.
- Completes special projects as needed, including new utility reports or research.
- Checks, verifies and balances statistical and other reports for accuracy, making corrections and recommendations as needed.
- May routinely develop complex computer subroutines and/or assist in the development of new programs and modules.
- Required to report to assigned worksite as scheduled.
- Performs other duties as assigned.

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as a part of their role with the City.

Supervision Exercised:

Assist Finance Officer with supervision of Financial Services Office staff.

Required Competencies:

Includes, but is not limited to, the following:

- Ability to work independently with limited supervision.
- Ability to
- Ability to work as a team member providing support to all city departments. Establish and maintain effective working relationships with fellow employees, supervisors, directors and the general public.
- Knowledge of and ability to communicate utility and technical information, both orally and in writing and must have internet and computer proficiency. The employee also must be able to comprehend and apply state and federal laws, rules, practices, and procedures; answer questions, and advise the department on data; and make objective recommendations.
- Knowledge of advanced principles, methods, and practices of financial and customer account record keeping work.

- Knowledge of customer billing and account collections, data entry, accounting, and basic auditing.
- Knowledge of customer Service and/or Meter Reading system software and procedures
- Ability to plan and manage time effectively to meet utility billing processing timelines.
- Ability to understand complex oral and written instructions.
- Ability to analyze problems and identify alternative solutions.
- Ability to interpret and apply federal, state and local policies and regulations.
- Ability to audit internal accounting procedures and practices to ensure appropriate controls, checks and balances.

Education, Experience and Technical Skills Required:

High school diploma or equivalent. Post-high school education or a two-year degree with an emphasis on business, administrative or accounting studies is a plus. Specialized knowledge is required, and is normally gained through a minimum of three to five years of transferable work experience and/or advanced education.

Physical and Environmental Requirements:

Ability to sit for extended periods of time. Strength to push, pull, or lift up to 50 lbs. Eyesight sufficient to distinguish colors. Hearing sufficient to hear verbal and phone conversations. Reading and writing skills sufficient to complete essential functions of position. Ability to work alone as well as in a group.

Wage Hour Status: Non-Exempt