

Village Utility Billing Specialist

Reports to: Village Manager

Responsibilities:

The Utility Billing Specialist will have a basic understanding of generally accepted accounting principles and internal controls, and have demonstrated experience in an accounting, billing or other comparable role where accuracy is critical. The Utility Billing Specialist is responsible for overseeing all Village water and sewer billing tasks, as well as playing a key customer service role, including dealing with difficult customer inquiries and problems. The position will coordinate closely with office and DPW staff in the execution of their duties. Detailed responsibilities include:

- 1) Front line customer service including taking payments, answering questions and addressing customer complaints in a friendly and efficient manner.
- 2) Maintaining accurate billing, payment and customer account records in BS&A software system.
- 3) Managing customer billing including printing and mailing monthly bills; managing group bills and sending of email bills.
- 4) Working with DPW staff to ensure the integrity of the Village's billing and meter reading systems and processes, including identifying and troubleshooting problematic meters, returning meters, changing meters in the billing system and coordinating service requests.
- 5) Preparing bank deposits.
- 6) Taking credit card payments at the counter and via phone.
- 7) Creating Utility Billing monthly calendars that communicate planned meter read actions, billing dates, ACH payment dates and shut-off dates.
- 8) Assisting with annual rate changes.
- 9) Managing in-house ACH payments in BS&A.
- 10) Managing account details including account/resident changes, final bill refunds, and payment plan agreements.
- 11) Working to resolve delinquent accounts via shut-offs, liens or other means identified in the ordinance.
- 12) Researching and transferring delinquent accounts to active customer accounts.
- 13) Analyzing account history to resolve billing or usage questions.
- 14) Compiling reports, historical data, billing account statements and other information to respond to staff and customer inquiries, as required
- 15) Preparing a monthly report of key data for Council and staff.
- 16) Working with VM and staff to develop, document, and implement workflows that will maximize efficiencies and resident satisfaction.
- 17) Serve as the in-house expert for the utility billing program. Participate in training(s) on the software to develop an understanding of all aspects of the UB software.

Required Skills and Qualifications:

Education: Associates degree (A.A. or A.S.) in accounting or bookkeeping from an accredited college. High school diploma with comparable work experience may be considered.

Experience: Minimum of two years in billing/accounts receivable or customer service, with experience in utility billing being beneficial.

Technical skills: Proficiency in billing software and strong data management skills. BS&A experience very beneficial. Strong MS office skills required.

Soft skills: Excellent attention to detail, strong organizational skills, and good communication abilities for interacting with customers, staff and Council. Ability to evaluate customer problems/concerns and exercise independent judgment to resolve them. Ability to negotiate with customers within scope of responsibility.

Safety/Physical Requirements:

Able to perform job functions in a safe manner to avoid injuries and damage to Village property. Vision, hearing and speech are required along with manual dexterity. This position requires prolonged sitting, standing and walking in the performance of daily activities.

Schedule:

In office two (2) days per week, plus additional hours as needed to complete tasks.
Expected 12 – 18 hours per week.