

SENIOR UTILITY BILLING CLERK

DISTINGUISHING FEATURES OF THE CLASS: These duties involve difficult and complex clerical work requiring the responsibility for independently performing and/or supervising all phases of utility billing activities. The work requires extensive use of the computer, meter reading/billing software, some typing and phone skills in dealing with the public. Work is performed under the supervision of a higher-level official in accordance with policies and procedures with incumbent permitted leeway for the exercise of independent judgment in applying policy to specific cases. Supervision is exercised over other clerical personnel involved in the utility billing process. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Maintains the accuracy of the billing software database with accurate customer roll, billing and consumption data;
- Reconcile monthly between usage meter gathering software to final batch billing;
- Performs moderately difficult or complex clerical work involving water and sewer billing activities;
- Oversees water, sewer, miscellaneous bills/invoices and files accordingly;
- Prepares new customer accounts and adjustments to customer accounts;
- Enters water credits into the computer, edit and post daily transactions;
- Prepares water billings post to billing software, enter water readings into billing software;
- Prepares water billing summaries for monthly reports;
- Acts as a liason with Finance to ensure all manual check receipts and other deposits tie between billing software database and Bank Accounts
- Working with Customer Service, calls or sends letters concerning accounts with problems;
- Maintains customer aging accounts;
- Maintains abnormal usage data;
- Keeps and maintains records and reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of office terminology, procedures and equipment;
- Working knowledge of billing software;
- Good knowledge of business arithmetic and English;
- Ability to follow instructions and to work independently;
- Ability to train and supervise the work of others;
- Ability to get along well with others and deal effectively with the public;
- Physical condition commensurate with the demands of the position;
- Courtesy and tact;
- Good judgment;
- Mental alertness;
- Dependability;
- Attendance.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two (2) years of clerical experience involving billing transactions.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.