

<b>ORGANIZATION:</b>	City of Sherwood
<b>LOCATION:</b>	Sherwood, Oregon
<b>DEPARTMENT:</b>	As Assigned
<b>FLSA STATUS:</b>	Non-Exempt
<b>JOB TITLE:</b>	Billing Tech – Pay Group 5

**DATE:** 2013

**PURPOSE OF POSITION:**

Perform a variety of complex activities to contribute to efficient office operations requiring a thorough understanding of department and Public Works Utility programs and procedures.

A wide variety of complex tasks are performed under general supervision. Assistance is not readily available from supervisor(s). This classification is expected to function independently in daily tasks and use initiative and independent judgment on non-routine matters. Acts as lead project coordinator on routine and complex assignments. Problems are identified and solved and only the most unusual/complex problems are referred to a supervisor.

**ESSENTIAL JOB FUNCTIONS:**

Maintain the billing of all City water, sewer, storm drainage and street accounts. Responsibilities include preparing dispatches for meter reader, managing computerized billing system for all utility billing activities, preparing and distributing bills, adjusting bills as authorized by the Department Supervisor, and handling customer inquiries and complaints. Individuals assigned to this position must also review accounts for misapplied payments, billing errors, address corrections, discount eligibility and lien-related activities. Work is reviewed for accuracy, conformance to established procedures and use of independent judgment.

Establish and maintain files on individual customer accounts, including edits, dispatches, refunds, adjustments, bill stubs and correspondence. Research accounts for billing and/or consumption history.

Dispatch meter reader for repair of meters and new meter installations; initiate adjustments, final readings, refunds, turnoffs for non-payment, sewer connection charges, repair of leaks, etc.

Coordinate and monitor data transfers between various City information systems, including hand-held meter reading units; generate and review various reports for problems and inaccurate information including but not limited to consumption, adjustments, billing,

Identify unusual usage patterns and order meter re-reads as appropriate. Submit proposed billing adjustments for approval.

Monitor accounts for misapplied payments, billing issues and credit card activity. Take appropriate action regarding delinquent accounts, to include sending of related correspondence, initiating of turn-offs, etc. Work closely with other department staff to resolve problems.

Respond to customer inquiries taken by phone or in person, such as final bill requests, payments arrangements and service calls. Review customer accounts and answer questions. Compose and type letters to customers. Coordinate and monitor payment arrangements with customers. Review all incoming correspondence, research issues as required and respond as appropriate.

Sort and send utility bills weekly.

Perform a variety of routine administrative activities, such as photocopying, mail, faxing, filing, sorting documents, etc. Process and distribute incoming and outgoing mail.

Maintain cooperative working relationships with City staff, other organizations and the general public.

May perform other duties as assigned. Follow all safety rules and procedures for work areas.

**AUXILIARY JOB FUNCTIONS:**

Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace.

**JOB QUALIFICATION REQUIREMENTS:**

**MANDATORY REQUIREMENTS:** Advanced knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation techniques, etc. Ability to operate general office equipment. Equivalent to high school education and five or more years of progressively responsible administrative support experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

**DESIRABLE REQUIREMENTS:** Knowledge of municipal government functional areas and specific word processing software utilized within the department.

**PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**WORKING CONDITIONS:**

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

**SUPERVISORY RESPONSIBILITIES:**

Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

**SUPERVISION RECEIVED:**

Works under the general supervision of the Department Manager/Director.