ASHEVILLE, NORTH CAROLINA

Classification Specification

Billing Specialist
Job Code: 9965
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to process meter readings, to prepare and process utility service bills, and to perform related administrative and customer service duties for the Water Resources Department.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Processes meter readings: uploads route information to handheld meter reading devices; downloads completed readings; and posts readings to accounts.

Prepares and processes utility service bills: reviews billing charges and meter readings; identifies delinquent accounts, accounts with missed readings, high or low reading or other inconsistencies; calculates penalties, additional charges, credits, etc.; audits, updates, and edits accounts, as needed; prepares bills for mailing; and maintains related files and records.

Processes billing and metering work orders: creates work orders for re-reads, leak investigations, service connections and disconnections, etc.; works with other City departments to reconcile issues as needed; adjust accounts as needed; and closes out completed work orders.

Performs data entry functions by keying data into computer system; enters, retrieves, reviews, or modifies data in computer database; scans documents into computer; verifies accuracy of entered data and makes corrections; indexes documents; and prepares, develops, or submits reports.

Performs customer service functions as needed: provides information and assistance regarding utility billing, payments, or other issues; responds to complex questions, complaints, or requests for service; initiates problem resolution; conducts complex research regarding customer accounts and work orders; and makes adjustments to customer accounts and/or recommends solutions; and conducts follow-up to ensure customer satisfaction.

Communicates with supervisor, other City employees, contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, billing print proofs, billing leak adjustments, off premise agreements, service applications, billing statements, delinquent notices, various billing reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required, with vocational or technical training in accounting or a related field; supplemented by three years of experience in customer service, billing, bookkeeping, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control

the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.