



Bona Vista Water Improvement District

Job Description

Title:	Assistant Billing Clerk – Part Time
Department:	Administration
FLSA Status:	Non-Exempt

GENERAL PURPOSE

Provides front-line service to customers, performs a variety of **entry level bookkeeping** duties as needed to expedite day-to-day utility billing preparation, notification, and processing.

SUPERVISION RECEIVED

Works under the general supervision of the Administrative Manager.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Provides front-line service to customers in person, via telephone and via email, including, residents, cities and co-workers receives and processes requests for service; prepare and issue "landlord notifications" as need; creates customer accounts for new connections; maintain subdivision plat books by recording newly set meters.

May assist to collect documentation on connections paid during the month; provide Administrative Manager with a list of pre-paid connections at the end of the month; may prepare daily deposits; may perform daily balancing of receipts and payments collected and posted to accounts.

Prepare and process utility billings monthly; work directly with vendors who prepare and mail utility bills in the Districts behalf; produces monthly reports to track payment history and water usage; assist management with preparing utility reporting and/or investigations; administers customer billing adjustments.

Initiates and administers collection actions for delinquent accounts, including, such as liens; updates "equal pay" amounts for customers, delete terminated accounts.

Creates customized reports; updates Caselle daily with payment processing, adding new homeowners and/or tenants, change billing addresses as requested, enabling or disabling auto pay, initiating paperless billing and generating final bills; accesses county property record system to update parcel numbers.

Prepare work orders for customer issues and dispatch to Maintenance Technicians; mark as completed in Caselle once work is finished; generate lists and coordinate efforts for service disconnections due to non-payment; post associated penalties to delinquent accounts.

Sort and distribute daily mail, opening and posting payments as received.

Billing Operations: Assists in the day-to-day utility billing system and processes; assists in the maintenance of accurate records and collecting of account information; follows established processes and procedures to keep software and data up to date. Assists Billing Clerk in times of work overload and in his/her absence such as: assists to prepare and process meter readings including updating routes as necessary; records meter readings, prepares water bills; assists to ensure the effective and efficient maintenance of customer accounts; provides support to management as necessary while performing routine administrative duties and clerical work.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience
 - A. Graduation from high school, plus, on-the-job, specialized training related to finance, accounting, or customer service;
- AND

- B. One (1) year of experience performing above or related duties;
- OR
- C. An equivalent combination of education and experience in the water utility industry.

2. Required Knowledge, Skills, and Abilities

Some knowledge of computers, Microsoft based programs and Caselle Government Accounting Software; of bookkeeping and general accounting techniques most appropriate to computerized systems; Neptune meter reading system; "Express Bill Pay" software; laws and regulations governing accounting responsibility and utility billing processing; acceptable general office management; inter-personal communication skills.

Skill in the operation of PC Computer, calculator, fax machine, copy machine, telephone

Ability to type and use 10-key quickly and efficiently; use judgment and effective decision-making skills in accordance with policies and procedures; effectively exercise responsibility and maintain confidentiality; handle stressful situations with tact and courtesy; work efficiently and accurately; handle multiple tasks simultaneously with frequent interruptions, work autonomously when necessary and work as a team member with other employees; effectively meet and deal with the public by communicating effectively and professionally both verbally and in writing while exercising patience; identify difficulties and practice proficient problem-solving skills and represent the District in a professional manner.

3. Special Qualifications

None.

4. Work Environment:

Employee works generally in a typical office setting with typical climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, and reaching. Job functions normally require talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

Pay Range: \$13.77 per hour to \$20.66 per hour, DOE.