



UTILITY BILLER

POSITION DETAILS

Position Title: Utility Biller
Pay Range: \$19 - \$23 - Based on Experience
FLSA Status: Non-Exempt
Probation Period: 6 Months
Assignment Category: Regular, Part-Time
Location: Falls City Hall, 299 Mill St. Falls City, OR 97344
Position Type: Staff
Hours: M-TH, 8 A.M. to TBD
Weekend Work: Rarely

Position Summary: The Utility Biller is responsible for administering the Utility Billing software and providing administrative and/or clerical support to the Public Works Department. This includes, but is not limited to utilizing the utility billing system to issue bills, process payments, and issue notices (late, shut-off, non-sufficient funds, etc.). The Utility Biller will also be the main point of contact for customers both in-person and via telephone. Additionally, the Utility Biller will have primary responsibility for the clerical aspects of non-utility accounts payable and receivable. The Utility Biller will also have primary or secondary responsibility for other programs and will perform other tasks and projects as assigned by the City Recorder or City Manager.

Benefits: The City of Falls City offers all employees 13 paid holidays per year and PERS eligibility after a 6-month probation period. Part time positions earn 4 hours of sick time and 4 hours of vacation time per pay period, and 2 personal days per fiscal year. (Personal days are use or lose during the issuing fiscal year.) Part time employees are not eligible for insurance benefits. Employees are paid once a month, typically on the 26th. Start time of 8:30 A.M. Monday-Thursday is required, however end time and total hours worked weekly are negotiable.

Position finalists will be subject to a full background check prior to receiving a job offer.

Special Demands: Vision, hearing and speech are required along with manual dexterity. Position requires prolonged sitting, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. Must be able to drag, lift, and push materials weighing up to 35 pounds.

POSITION DUTIES

The listed duties are a summary of those typically performed by the Utility Biller. Additional accountabilities and duties may be assigned from time to time. This list is not meant to be a comprehensive accounting of each duty or task performed.

Key Accountability	UTILITY BILLING
Duty Statement	Performs all aspects of the utility billing process. Prepares monthly meter reading routes and maintains hand-held meter reader. Utilizes utility billing software to issue monthly bills and process payments. Main point of contact for several software suites related to utility billing. Issues appropriate notices and correspondence related to utility billing. Prepares all necessary reports to ensure proper information is available for deposits, monthly reconciliations, yearly audits, utility billing inquiries, reporting requirements, and budget preparation. Issues, monitors, and closes all utility work orders. Serves as the administrative assistant for the Water and Sewer Divisions. Issues liens and lien payoff amounts for past due accounts. Provides reception services at City Hall by answering telephone, fax, email, and in-person inquiries. Ensures all billing supplies and equipment are stocked and functional; takes corrective action if not.
Percentage of Time	80%

Key Accountability	OTHER DUTIES
Duty Statement	<p>Clerical Work on Front Office Programs: The incumbent will perform task level clerical work for various front office programs such as:</p> <p>Program Development: Like all City Staff, the incumbent is expected to recognize programmatic weaknesses and assist in creation of operating procedures, standardized forms, and "how to" guides to remediate them.</p> <p>Office Administration: Directs the workflow of incoming people and correspondence. Manages all aspects of office supply inventory and ordering. Assists in creation of yearly clerical budget.</p> <p>Other: Cross Trains with City Clerk and serves as secondary on all City Clerk accountabilities. Other tasks and projects as assigned.</p>
Percentage of Time	20%

POSITION FACTORS

Minimum Education and Experience	High School Diploma and some cash handling experience required. Prefer bookkeeping and/or utility billing experience. Notary Public or ability to obtain within 6 months.
Supervision Received	Incumbent will report directly to the City Clerk. After probationary faze, incumbent will receive general direction from the City Clerk, but is expected to perform basic duties independently.

Analytical Skills Required	This position requires excellent analytical and communication skills to problem solve billing issues.
Financial Accountability	Extensive cash handling, financial documentation, and financial reporting responsibilities. Funds in a given transaction or set of transactions will typically be \$15,000 or less, but may exceed \$100,000 on occasion.
Impact of Actions Carried by This Position	Poor execution of the tasks associated with this role could lead to liability for the city and the incumbent. Also may lead to loss or misapplication of funds.
Supervision Exercised	This position will exercise occasional supervision over interns, volunteers, and/or community service workers.
Human Resources Impact of this Position	None.
Internal Contacts	Has regular contact and interaction with Public Works Staff, the City Manager, and the City Clerk.
External Contacts	Regular contact and interaction with outside City, County, and State Staff and Officials. Also has regular contact with contract City Staff, and City Contractors. Finally, has extensive contact with the public.