



UTILITY BILLING SPECIALIST

CLASSIFICATION
Hourly/Non-Exempt

REPORTS TO
Finance Director

JOB SUMMARY

The Utility Billing Specialist is responsible for the day to day functioning of the Utility Office which includes billing, collecting payments, customer setup and issue resolution, and entering/monitoring work orders. This position is the front line of the Utility Office with customers.

ESSENTIAL JOB FUNCTIONS

- Greets all customers in a professional and friendly manner
- Communicates important information with customers regarding meter installations, billing information, account statuses including shut offs, and general utility information
- Establishes new customer accounts and provides important information regarding meter installations, utility policies and procedures, and the online utility portal.
- Processes all customer payments within the utility billing software
- Closes out customer accounts which includes communicating the final billing process to the customer.
- Communicates with customers and department staff to resolve customer complaints/issues in a professional and timely manner
- Maintains accurate records within the billing software and paper documentation including scanning and uploading documents, documenting phone calls/customer interactions, updating customer information regularly, etc.
- Effectively communicates utility policies and procedures to customers
- Processes the monthly billing cycles and ensures bills are mailed timely
- Reviews all meter readings each billing cycle to troubleshoot inaccurate readings and generate documentation to provide supervisor regarding discrepancies
- Closes out payment transactions daily which includes the balancing of cash, check, and credit payment types. Generates appropriate closeout reports
- Delivers bank deposits and verifies deposit documentation
- Creates and monitors work orders to ensure timely completion and/or resolutions are provided
- Communicates with water field crew in the event of water emergencies, after-hours calls, follow-up on work orders, etc.

**Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. West Feliciana Parish is an Equal Opportunity Employer.*

OTHER DUTIES

- May answer general parish phones calls and provide general parish information.
- May be responsible for entering purchase order requests.
- May assist the water field crew with obtaining quotes.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



EDUCATION, EXPERIENCE, CERTIFICATIONS

High School Diploma, GED or equivalent. At least 2 years of experience in customer service, utility billing, or similar work experience.

Prior experience with CUSI/UMS Utility Billing Software is preferred.

KNOWLEDGE, SKILLS, ABILITIES

- Friendly, outgoing personality
- Customer service focused
- Excellent verbal and written communication skills
- Exceptional organizational skills with attention to detail
- Ability to work in a fast-paced environment
- In depth knowledge of computer applications and programs, including Microsoft Office Suites.
- Problem solving skills
- Ability to perform most job duties independently with limited direction

WORK ENVIRONMENT & PHYSICAL DEMANDS

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers/printers, and filing cabinets. The physical demands of this job described here are representative of those that must be met by an employee to successfully perform the essential job functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand, walk, reach with hands and arms, and occasionally lift up to 10 lbs.

REQUIREMENTS

- Valid driver’s license
- Drug Screen/Background check required

ACKNOWLEDGEMENT OF JOB DESCRIPTION

This job description has been approved by all levels of management:

Manager: _____

HR: _____

Employee Signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____