

JOB DESCRIPTION

Title:	Billing Clerk	FLSA Status:	Non-Exempt
Department:	Jefferson Utilities	Approval Date:	January 2023
Reports To:	Electric Utility Business Manager	Revision Date:	July 29, 2026
Employee Group:	Non-Union		

POSITION SUMMARY

Under the direction of the Electric Utility Business Manager, this position is primarily responsible for accurately processing and maintaining the Electric Utility's accounts including the monthly utility billing, final utility billing, and all other clerical functions in association with the position to provide for the orderly functioning of the Billing Office. This position plans and carries out daily work with independence and serves as a front-line customer service representative in the Utility Billing Office. This position requires an individual who can exercise independent judgement and is able to interact with the public with tact and courtesy. Incumbent will use a fair amount of discernment in determining when customer issues need to be escalated to the supervisor.

ESSENTIAL FUNCTIONS

The following duties are typical for this position. However, they are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may also be required or assigned.

Billing & Collections

1. Produces monthly utility computer-based billing and cycle production work using specialized computer software for utility billing.
2. Produces other miscellaneous billing as required.
3. Verifies the accuracy of all submitted billing information.
4. Responsible for ensuring that the City's electric tariffs/rates, fees, rules, regulations, policies, ordinances, and State laws pertaining to the utilities are followed and applied accordingly.
5. Processes any billing adjustments or corrections on utility accounts and notifies customers.
6. Works with WPPI to calculate monthly PCACs and submit to the PSC and update billing software.
7. Sets up new accounts for new construction properties and subdivisions.
8. Tracks and enters in customer tax exempt information, along with any state regulated moratoriums of collecting sales tax.
9. Processes any customer requested account changes (i.e. Time-of-Day, signing up for Auto Pay, renewable energy charges, etc.).
10. Maintains the City's Street Light information, from work orders completed by the Lineman.
11. Create and maintain customer accounts, receiving and entering all electronic and manual meter reads, meter changes, address changes, and other miscellaneous fees.
12. Schedules final billing appointments with realty agencies, and customers. Prepares final billing at time of readings.
13. Works with the supervisor in the administration of special collection procedures such as issuing delinquent notices, establishing payment plans, and overseeing electric service shut offs.
14. Monitors and processes ACH payments and customer's online access to My Account.
15. Monitors and processes all non-sufficient funds (NSF) through current banking institutions.
16. Creates report for the City Finance Director and Town of Jefferson Clerk and Treasurer of accounts that need to be transferred to the current tax roll.
17. Performs research as needed regarding missing customer payments, problems with invoices, meter read questions, etc.
18. Responsible for maintaining Lexis Nexis database for customers in arrears.

Meter Data Management System

19. Enters meter test information into billing software.
20. Maintains spreadsheet to update and track meter inventory.
21. Generates annual list of meters that need to be tested per PSC guidance and regulation.
22. Coordinates with Meter Dept/Lineman for meter change outs.
23. Monitors AMI meters in MDMS software to ensure correct readings and billing requests can be completed.
24. Verifies demand readings for GS, CP1, CP2, CP3, and CP4 customers and updates billing software with any changes, also notifies customers of any account changes.

Miscellaneous

25. Receives locate requests and prepares orders to be given to appropriate Department.
26. Provides in-person, telephone, and on-line assistance to customers in a timely manner with regards to questions or concerns on utility invoices, payments, rebates, financial assistance, etc.
27. Assists Utility Manager with annual PSC report.
28. Assists Utility Manager with yearly Audit.
29. Assists with records retention and rotation of when records can be destroyed.
30. Attends in-person or online training opportunities for continued learning and new products and processes, as requested by Utility Manager.
31. Updates rate information in billing software.
32. Covers front end office when Customer Accounts Clerk is out of the office.
33. Processes monthly balance transfers, refunds, and small balance write-offs.
34. Serves as back up for Customer Accounts Clerk as needed.
35. Performs related work and other duties as may be assigned by the employee's supervisor.
36. Responsible for regular attendance and arriving to work on time.

MINIMUM REQUIRED QUALIFICATIONS

- High School diploma or equivalent, supplemented by schooling or training in bookkeeping. At least two (2) years of customer service, bookkeeping, cashiering, and billing experience. Must be proficient in Microsoft Office products. Equivalent combination of education and experience which provides necessary knowledge, skills, and abilities may be considered.

PREFERRED QUALIFICATIONS

- Knowledge of utility rates and billing policies.
- Experience working for a public employer.

REQUIRED JOB COMPETENCIES

- Knowledge of utility rates, as well as billing policies and procedures.
- Working knowledge of customer service principles and practices.
- Working knowledge of generally accepted office practices.
- Working knowledge of software applications, to include Microsoft office, outlook, etc.
- Working knowledge of the operation of office machines including copy machine, multiple line telephone system, postage machine, etc.
- Knowledge of cashiering practices.
- Ability to work in environment with constant distractions throughout the workday.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to communicate detailed information effectively and concisely, both orally and in writing.
- Ability to handle sensitive interpersonal situations calmly and tactfully.
- Ability to maintain professionalism at all times.
- Ability to maintain effective working relationships with individuals within and outside the organization.
- Ability to maintain confidentiality and discretion regarding business-related information.
- Ability to work the allocated hours of the position and respond after hours as needed.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable

individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor or Human Resources.

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work is generally in a moderately noisy office setting.
- Work with angry/hostile individuals.

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

EMPLOYEE ACKNOWLEDGMENT

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary, and this document supersedes all prior descriptions. I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description, from time to time. I understand that this does not constitute an employment agreement.

_____ Employee Printed Name	_____ Employee Signature	_____ Date
_____ Supervisor Printed Name	_____ Supervisor Signature	_____ Date