

## LEE COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

**CLASSIFICATION TITLE:           UTILITY BILLING SPECIALIST**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to provide advanced customer service, receive payments, pursue collection of delinquent accounts, process documentation, and maintain records pertaining to utility accounts.

### **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 a variety of documentation associated with departmental operations, per established procedures and within designated timeframes.

Performs customer service functions in person, by telephone, or by mail: answers telephone calls and assists customers at front counter; provides assistance and information related to services, accounts, bills, charges, procedures, forms, problems or other issues; responds to routine questions, complaints, or requests for service; completes work orders to initiate service requests; researches problems and initiates problem resolution; assists other County offices in locating names/addresses.

Initiates actions to collect payments on delinquent accounts: uses computer query to pull delinquent accounts from computerized utility billing system and merge into spreadsheet and database programs to create form letters, mailing labels, and file labels; generates/mails collection letters to delinquent customers; establishes payment arrangements with customers.

Researches location of customers with delinquent balances who have moved without notifying the billing office: sorts/tracks returned mail; writes up legitimately proven skip-out accounts.

Monitors and changes set charges of customers who pay in advance when credit balance is depleted for overpayment.

Processes bankruptcies: files proof of claims with bankruptcy cases; files and tracks Chapter 7 and Chapter 13 bankruptcy cases.

Processes legal actions on delinquent accounts: files civil suits against delinquent customers; coordinates service of civil suit papers through process server; appears in court on civil suit cases; accepts consent judgment through Magistrate Court; files fi-fa notices in Superior Court; files regular/continuing garnishments in Lee County and surrounding counties; requests dismissal of civil suits upon receipt of full payment of debt.

Processes bad debt write-offs: turns over delinquent accounts to credit bureau of collection agency when customer has moved out of area; makes recommendations to finance director concerning uncollected bad debt write-off accounts.

Assists in processing incoming mail: retrieves mail from drop box; drives to/from post office to collect daily mail; sorts, opens, processes, and/or distributes incoming mail; removes checks/stubs from envelopes; records payments without stubs in receipt ledger; tabulates stubs and receipt ledger list, and balances with total of checks; stamps checks

for deposit; keys in batches of payments; posts payments to proper account in computerized utility billing system; prints workstation reports and detail reports.

Processes payments for utility services, connection fees, deposits, or other account charges through mail or in person: verifies customer name and amount on payment stub with payment; records payments and issues receipts; posts payments to proper account in computerized utility billing system; prints workstation reports and detail reports.

Reconciles daily cash drawers: removes cash drawer from vault; maintains designated running balance in cash drawer; removes revenues from cash drawer and balances with receipts; prepares bank deposits and forwards revenues as appropriate; assists co-workers in balancing cash drawers.

Processes activity on customer accounts and maintains current account records: processes new accounts, changes in name/address, adjustments, credits, account transfers, payment arrangements, refunds, account closings, or other account activities; enters appropriate account information into computer and prints reports; completes information forms for new customers; reviews rates and provides rate sheets to new customers; assigns account numbers to new accounts; discontinues service for customers moving out of County; writes adjustments to close/adjust accounts; completes work order to start service, discontinue service, deliver carts, or to request other service as appropriate; researches existing account numbers; determines pro-rated amounts to bill customers.

Processes electronic bank drafts: sets up new bank codes with routing numbers for electronic bank drafts; sets up new customers for electronic bank drafts; notifies Director of Finance of processed electronic bank drafts, receives approval, and posts transactions.

Performs data entry functions by keying data into computer system: enters, retrieves, reviews or modifies data in computer database; verifies accuracy of entered data and makes corrections.

Enters meter readings into computer from meter books: prints meter reading edit reports; proofreads meter readings; prepares new meter sheets for water and/or sewer accounts; prepares new meter books as needed.

Maintains landfill operation records.

Lays out account numbers for new subdivisions with water and/or sewer: marks plats of street light locations; works with E-911 director to maintain current address information.

Performs garbage audits: follows trash truck for two-month period; compares 911 addresses to actual houses and/or trash carts; compiles audit findings; cross-references data with utility billing to identify accounts with erroneous charges for carts.

Performs administrative tasks: performs the duties of Utility Billing Supervisor in absence of same; assists with special programming and reports as needed; assists supervisor with billing process and budgeting activities; assists with training of new employees; records/transcribes dictated correspondence for supervisor; designs forms and creates spreadsheets for use within the department; writes queries for special reports as needed; prepares monthly water and adjustments notebooks; create mailing labels for special projects.

Researches various information, problems, or discrepancies relating to accounts/records, and makes appropriate corrections/adjustments: conducts research of customer accounts, department files, database records, electronic data sources, Internet sites, hardcopy materials, or other sources as needed.

Prepares or completes various forms, reports, correspondence, account summaries, billing registers, billing summaries, meter reading edits, receipt ledgers, cash transmittal reports, collection letters, collection letter reports, payment arrangements, garbage audit reports, overpayment reports, new customer reports, final customer reports, customer profiles, indigent applications, statistical data, work orders, cart delivery/pickup sheets, or other documents.

Receives various forms, reports, correspondence, notices, payments, bills, meter reading reports, workstation reports, ordinances, policies, procedures, court guides, plats, maps, street listings, subdivision plats, directories, manuals, or other documentation; reviews, completes, processes, forwards, or retains as appropriate.

Operates a motor vehicle, personal computer, general office equipment, two-way radio, postage machine, mail opener, burster, two-way radio, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, utility billing system, desktop publishing, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner.

Maintains file system of departmental files/records: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Monitors inventory of office equipment, forms, and supplies: ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement materials; researches prices for potential purchases.

Communicates with supervisor, County officials, employees, other departments, other municipalities, Chamber of Commerce, collection agencies, credit bureaus, skip tracers, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains a comprehensive, current knowledge of applicable laws/regulations: maintains an awareness of new methods and trends in the profession; attends workshops and training sessions as appropriate.

Performs notarization of documents as needed.

## **ADDITIONAL FUNCTIONS**

Performs general/clerical tasks, which may include typing documents, making copies, sending/receiving faxes, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by college level course work or vocational training in utility billing and collections procedures; supplemented by three (3) years previous experience and/or training that includes utility billing, delinquent account collections, legal/court procedures, customer service, cashiering, general office work, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of a valid Georgia driver's license. Must possess and maintain valid Georgia Notary Public certification.

## **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 apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## 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 work station.

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

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards or rude/irate customers.

*Lee County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*