

Utility Billing Clerk

Dept/Div: Administration/N/A

FLSA Status: Non-Exempt

General Definition of Work

Performs work processing, checking, and verifying utility billing data, maintaining utility database, preparing and mailing utility bills, processing customer service requests and billings, preparing and entering adjusting entries to general ledger, preparing and maintaining appropriate files and records, and related work as apparent or assigned.

Work is performed under the supervision of the City Administrator - Clerk/Treasurer.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Manages utility billing system; maintains database with customer utility account information; creates new accounts, prepares final accounts; prepares adjusting entries to general ledger as needed.
- Manages import/export routes and meter readings to/from meter data manager system; imports meter readings into utility billing software; analyses data and processes meter deducts and/or dog hoses.
- Analyzes meter-edit reports for re-reads and runs bill calculation for utility charges; verified bill register for accuracy of water consumption and billed amounts, posts entries to general ledger and coordinates utility bill inserts with other departments; uploads bill to eCommerce site; sorts and inserts bills into envelopes.
- Applies late payment penalties to accounts; calculates sales tax and gross receipts amounts for county accounts; files the calculation with the state e-services site; processes payments to the state.
- Process utility billing payments by cash, check, electronic withdrawals, and credit card; verifies receipts; prepares deposits and handles insufficient checks and refunds.
- Responds to requests from realtors, title companies, property research companies for information about utility charges for closing, refinances, or special assessments for utilities; processes changes in property ownership; opens and closes accounts; updating applicable records, generates notices and final billings; processes refunds and credit balances.
- Responds to customer inquiries and complaints regarding utility charges, delinquent accounts, and streetlights; acts as a liaison with recycling hauler, public works, and other outside agencies; assists with the City's recycling program by responding to resident questions and concerns.
- Sends delinquency notices on past due accounts; composes documentation for public hearing; prepares and codes delinquent assessment role for certification to property taxes for collection; schedules water turn on/turn off requests; refers delinquent accounts to public works to be red tagged or shut off.
- Manages Sewer Availability Charge (SAC) and Water Availability Charge (WAC) deferrals to City Policy and MCES agreements; assigns deferral accounts with current charges to be billed and processes Metropolitan Council payment; maintains records principal and interest for deferral accounts; reviews the monthly SAC collected from permits and determination letters; verifies general ledger account fees collected; prepares and communicates MCES for SAC and WAC fees and request payments.
- Prepares a variety of reports for management and government agencies; prepares water consumption and calculations reports to Blaine Utility Department and Metropolitan Counsel for Spring Lake Park Properties on Blain water system; approves invoices and submits for payment; submits quarterly payment for state Water Test fee.
- Completes pumpage reports and calculates fees for well licenses; inputs date into MPSARS permitting and Reporting website; maintains water and sewer consumption records for annual water conservation report; gathers and analyzes data for annual utility rate survey; submits all information

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into Advanced Engineering and Environmental Services (Ae2S) website; coordinates copper and lead testing programs.

- Maintains meter and radio replacement and repair history; oversees records archiving in accordance with the Data Practice Act; updates department procedures; updates yearly rates of meters, testing fees, SAC and WAC fees, sales tax, and other fees.
- Serves as a backup for designated functions assigned to Permit Technician, Accountant, and Accounts Payable/ Special Coordinator.
- Orders supplies and performs other office support duties as needed or required.

Knowledge, Skills and Abilities

General knowledge of utility billing terminology, methods, procedures, and equipment; knowledge of the procedures for billing and collecting utility fees; knowledge of accounting terminology, methods, procedures, and equipment; knowledge of standard office procedures, practices, and equipment.

Skill in the use of personal computers, associated software packages, hardware, and peripheral equipment.

Ability to operate various office machines and computer equipment with accuracy and speed; ability to understand and follow oral and written directions; ability to follow detailed work procedures; ability to post accounts and to perform mathematical computations with speed and accuracy; ability to meet and deal courteously with the public; ability to establish and maintain effective working relationships with associates, customers, government agencies, vendors, and the general public

Education and Experience

Associates/Technical degree and moderate experience in a governmental accounting or bookkeeping environment, or equivalent combination of education and experience.

Physical Requirements

Physical Requirements and Activity

This work requires the regular exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force.

Work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting.

Sensory Requirements

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.

Sensory Utilization

Work requires preparing and analyzing written or computer data and operating motor vehicles or equipment.

Environmental Conditions

Work has no exposure to environmental conditions.

Work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Valid driver's license in the State of Minnesota.

Last Revised: 1/12/2022