

ORGANIZATION:	City of Canby	DATE:	July 2007
DEPARTMENT:	Finance	UNION:	AFSCME Represented
CLASSIFICATION:	Office Specialist III	FLSA STATUS:	Non-Exempt
TITLE:	Utility Billing Technician II		

PURPOSE OF POSITION: Perform a variety of complex administrative support activities to contribute to efficient office operations requiring a thorough understanding of department and City programs and procedures. Responsible for information related to the accurate and timely billing of City utility accounts. The Utility Tech is responsible for updating, correcting, adjusting and adding to the existing utilities database on the City computer system. The employee in this position must have the ability to effectively respond to verbal, written, and telephone requests for explanation of billing procedures and requests for customer service in regards to utilities and fees billed by the City.

The OSIII is distinguished from the OSIV classification by performing complex administrative support assignments, performing administrative office management tasks and the absence of on-going lead worker responsibility.

A wide variety of complex tasks are performed under general supervision. Assistance is not readily available from supervisor(s). This classification is expected to function independently in daily tasks and use initiative and independent judgment on non-routine matters. Acts as project coordinator on routine and complex assignments. Problems are identified and solved and only the most unusual/complex problems are referred to a supervisor.

ESSENTIAL JOB FUNCTIONS:

Provide customer service for assigned department. Greet visitors and answer telephone, determine nature of visit/call, direct to appropriate person, or take and relay messages in absence or preoccupation of department personnel. Respond to routine, non-routine and technical questions from internal and external customers. Screen incoming calls, mail, personal visits and other requests and forward on as appropriate. Deal with difficult and upset customers as needed to resolve problems or concerns.

Schedule appointments, meetings and locations. Maintain office schedules, calendars and related organizational processes. Coordinate meetings, calendars and travel arrangements. Resolve conflicting demands.

Process utility billing on a monthly basis; including scheduling of billing cycles and review of billing register and "exceptions report" for abnormalities. Work with vender to assure proper transmission and printing of bills, bulk rate postage, and bundling for mailing. Administer and process billing and customer problems, including billing special contract accounts. Print batch reports and transaction register, backup utility database, and update general ledger.

Set up new customers and update customer information. Add and update new direct pay customers. Add new accounts, calculate and enter any "special" billings into computer system. Set up new Improvement District and maintain database as needed.

Accept and receipt payments from customers. Calculate and enter adjustments into computer system as needed. Post or transfer security deposits; refunds deposits to accounts with appropriate credit history criteria; adjust closed accounts with credit balances. Create ACH File. Send Utility.ACH file to bank. Print delinquent lists and notices.

Import lockbox payment from US Bank secure mail website into Utility Management. Print and save daily lockbox report from US Bank.

Review scans daily. Correspond with customers regarding their account. Perform payment, billing or other adjustments for accounts that have errors, problems or concerns.

Schedule, produce, and mail "Final Notice" letters for billing cycles. Coordinate with collection agencies for delinquent accounts.

Use word processing software to type routine, non-routine, and complex letters, memos, minutes and other material from general instructions. Proofread and edit documents, presentation materials, brochures, and other materials for grammar, clarity, punctuation and spelling. Examine documents for completeness and accuracy. Correct errors as necessary.

Create templates, presentation materials, charts and graphics. Develop and maintain databases for tracking departmental/program information; create reports as needed. Prepare information packets for use within the department.

Compile information and reference materials for supervisor, or as requested by the public, which may require selecting appropriate data from various sources, and preparing summaries and reports as requested. Enter data into computer system from a variety of documents.

Transcribe, compose, type and edit a variety of minutes, correspondence, reports, memo's and other material. Prepare and post public meeting notices. Coordinate materials for distribution. Work with information technology to coordinate department information on City website.

Perform a variety of routine administrative activities, such as photocopying, mail, faxing, filing, sorting documents, etc. Process and distribute incoming and outgoing mail.

Track, order and maintain office supplies. Initiate and process work orders, purchase orders, etc. Assist in budget process by recommending needed equipment, staffing, and/or programs to department manager/director. Research and track budget information throughout the year.

Maintain files and records to ensure easy retrieval, safety and integrity of files and records, in accordance with established retention guidelines.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas.

Coordinate and perform other projects, functions, and tasks, as assigned. Duties as assigned may include: Accept and receipt payments, coordinate department specific processes.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Advanced knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation techniques, etc. Ability to operate general office equipment. Equivalent to high school education and five or more years of progressively responsible administrative support experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES:

DESIRABLE REQUIREMENTS: Knowledge of municipal government functional areas and specific word processing software utilized within the department.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises. Attendance at night meetings may be required.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED: Works under the general supervision of the Finance Director.