



CITY OF WEST LIBERTY, IOWA

Utility Billing Clerk

DATE: Adopted 04/23

CLASSIFICATION: Non-Exempt

DEPARTMENT: Administration

JOB DESCRIPTION:

Summary/Objective

The Staff Accountant performs a wide variety of general office procedures necessary for efficient functioning of the City. Job entails receptionist duties, accounts receivable and accounts payable, word processing, spread sheet, database work, and other general clerical duties. Performs other duties as required.

DISTINGUISHING CHARACTERISTICS:

The Staff Accountant is distinguished from other classifications in its responsibility to assist in performing professional level of support for the City Administrative Offices. The Staff Accountant reports to the City Clerk.

ESSENTIAL FUNCTIONS:

- Performs duties pertaining to confidential data; serves as front line contact assisting with customer service including answering and routing phone calls; greeting and directing visitors to appropriate persons and locations; answering inquiry calls from the public in a courteous and timely manner; taking messages; and providing general information to visitors.
- Leads the utility billing system, specifically:
 - Waits on customers.
 - Makes the deposits, balancing the total with the bill stubs.
 - Checks for online payments.
 - Posts payments
 - Verifies customer deposit fees and forms, as well as presenting new residents with utility information; assembles packets and update materials.
 - Create and update information for new customers.
 - Reconciles customer deposits and customer information.
 - Processes new accounts.
 - Revises documents used with utility system.
 - Initiates the monthly and as needed meter readings.

- Generates the bills, process penalties, process delinquent notices, generate reports, scan or print all documents related to the utility billing system into Incode;
- Updates rates for water, sewer, garbage, recycling, and electric.
- Communicates and recommends action for delinquent accounts to the city manager and city clerk.
- Ensures code enforcement for utility matters.
- Applies Deposit Interest to Utility Accounts
- Processes WLF Sewer Billing
- Completes Service Requests
- Processes Delinquent Bills
- Completes one time charges for utility billing.
- Enters customer contracts and ensures that extensions are completed.
- Backups to process needed liens for uncollected amounts due.
- Processes write-offs for uncollectable amounts due; and
- Submits information to the Income Off-set Program.
- Iowa One Calls/Locates
- Instructs persons moving into or within the City of procedures necessary to ensure utility service; communicates necessary service order instructions to the water department; prepares work orders for water department.
- Oversees distribution of meter reading books and entry of data into billing software.
- Prepares all records and documentation required by the Iowa Utilities Board and other entities.
- Oversees collection of delinquent accounts, including monitoring changes in regulations concerning disconnects, preparing liens and write-offs, and representing the city in litigation as required.
- Runs reports for Department Heads to complete for the Utility Billing Process.
- Maintains accuracy of billing and meter readings; directs rereading of meters as necessary; monitors for inconsistency in meter readings over time.
- Performs data entry, typing, filing and other clerical duties as directed; reviews information for completeness, enters information, and prepares reports.
- Counts monetary receipts; assists deposits as needed.
- Closes out cash collection and Mediwire batches.
- Primary person to print the NIC payments for online utility payments.
- Performs duties pertaining to confidential data.
- Maintains filing system.
- Writes Letter of Credits for Customers
- Compiles information into monthly and annual statistical and other reports.
- Handles reporting for the Electric Department; ME-1, Tax Replacement, Sales Tax, Merritt with BHMG (and all other reporting necessary for this department.)

QUALIFICATIONS (POSITION REQUIREMENTS AT ENTRY):

- Knowledge of applicable federal, state, and local laws and regulations, reporting requirements and ability to access such.
- Knowledge of the legislative process for municipal governments.
- Knowledge of arithmetic, statistics, English composition, grammar, and spelling.
- Knowledge of budgeting theories and principles.
- Knowledge of record keeping systems.

- HIPPA Regulations regarding patient/client confidentiality.
- Knowledge of modern office procedures and practices; ability to operate computer hardware and software in an efficient and effective manner.
- Knowledge of the principals of accounting and filing systems.

SKILLS AND ABILITIES (POSITION REQUIREMENTS AT ENTRY):

- Ability to think logically and follow written, verbal, or diagrammatic instructions using several abstract or concrete variables.
- Ability to perform arithmetic calculations involving fractions, decimals, and percentages.
- Ability to make appointments and process mail, ability to compose original correspondence; and have substantial contact with people.
- Ability to establish and maintain an effective working relationship with superiors, co-workers, and the public; ability to handle a wide array of social situations.
- Ability to comprehend and implement departmental policies, routines, and standard operating procedures; ability to address issues involving confidential information.
- Ability to exhibit interpersonal skills which foster the development and maintenance of good working relationships with utility customers and co-workers. Particular skill in dealing with difficult or angered clients.

TRAINING AND EXPERIENCE REQUIREMENTS:

Education:	Graduation from High School or equivalent G.E.D.
Experience:	At least one year of clerical or general office experience.
Preferred Education/Training:	Associate's degree majoring in accounting, public or business administration, or related field. Three years of customer service experience preferred.

LICENSING REQUIREMENTS:

Position must be bondable in an amount determined by City policy.

ESSENTIAL PHYSICAL ABILITIES:

Positions in this class typically require: sitting, reaching, standing, grasping, kneeling, talking, hearing, seeing, and repetitive motions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Specific visions abilities require by

this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work is generally performed in an inside office environment with appropriate heating and cooling and is not subject to significant occupational or environmental hazards other than those normally associated with public contact. The noise level in the work environment is usually moderate.

SUPERVISORY RESPONSIBILITY:

This position has no supervisory responsibilities.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a full-time position, and hours of work and days are Monday through Friday 8:00 a.m. to 4:30 p.m.

DISCLAIMER:

The above information is intended to describe the general nature and level of work to be performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, requirements, and working conditions. The City reserves the right to change or assign other duties to this position as needed and as deemed appropriate. Employees holding this position will be required to perform any other job-related duties requested by management. Reasonable accommodations may be made as needed for employees to perform the essential duties and responsibilities and meet the requirements of the position. City of West Liberty employees are considered at-will employees. An employee may terminate his/her employment at any time and the City may also terminate the employee's employment at any time. Unless otherwise provided by contract or law, all employment with the City of West Liberty is to be considered "at-will".

SIGNATURES:

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

Employee _____ Date _____