



Hi-Desert Water District Classification Specification

Job Title: Billing Technician II

Job Grade: 6

FLSA Status: Non-Exempt

Date: July 2019

JOB SUMMARY

Under the general direction of the Customer Service and Billing Manager, the position of Billing Technician II is responsible for the District's billing process by performing advanced and highly complex clerical duties related to the billing of customers for services rendered, and to maintain accurate customer account records and files. Performs other duties as assigned.

CLASS CHARACTERISTICS

Billing Technician II is the journey level in the billing technician series with responsibility for customer billing. It is differentiated from the Billing Technician I in that incumbents are expected to work with greater independence and have responsibility for intermediate to moderately difficult and complex duties. This class is further distinguished from the Billing Technician I in that this is the advanced technical class and is responsible for on the job training for the Billing Technician I position.

ESSENTIAL FUNCTIONS *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- With overview from the Customer Service and Billing Manager, coordinates the District's billing process.
- Works with the Lead Field Service Technician to assure routes schedules coordinate with billing date schedules.
- Is the primary position responsible for training new Billing Technician I.
- Constantly reviews departmental functions and recommends efficiency and continuous improvement measures.
- Prepares and distributes timely bills for water services to customers based on usage extracted from meter reading data, and application of approved rate structure.
- Establishes new accounts, maintains existing accounts and closed accounts; posts customer payments and deposits; processes refunds on closed accounts; prepares and sends files to InfoSend

for bill printing.

- Sets up new service accounts in the system, creates invoices for installation, materials and labor and mails to new customers.
- Maintains past due accounts: assesses late fees, sends past due letters, determines lock-offs, schedules door hangers and makes phone calls.
- Processes delinquent accounts for collections and prepares annual liens.
- Performs searches for and follows up on closed accounts for billing flat rates.
- Has primary responsibility for updating and maintaining Standard Operating Procedures for the billing department positions.
- Processes refunds and transfers on closed accounts.
- Investigates stuck meters and back bills customers.
- Prepares field orders and work orders to authorize service for high usage or other water service problems.
- Posts, processes, files and stores all work orders.
- Audits meter reads and reconciles to records.
- Schedules and controls the date for billing, reminder letters, delinquent charges and lock-offs.
- Generates and audits Lock Off lists on due dates. Tracks monthly due dates and maintains Lock Off schedules.
- Searches and investigates information contained in files, and processes documents requiring knowledge of departmental operations for external and internal report requirements.
- Maintains files, compiles information, checks reports, and types reports.
- Processes all billing adjustments
- Manually tracks and prepares deposit refunds to customers with good payment history.
- Processes automatic payments.
- Maintains CIMIS accounts, manually processed for billing.
- Manually processes Bulk Water accounts for billing.
- Uploads and downloads electronic meter reading and checks reports for updated account information.
- Responds to customer inquiries about billing, credit policies, water services, investigating services and general customer service.
- Updates and processes meter change outs by CRP / and field crews.
- Serves as the secondary back up to Customer Service Representatives during peak workload times and during times when staff members are away from the office.

JOB SPECIFICATIONS

Knowledge

- Principles and practices of basic accounting.
- Development and maintenance of filing and record keeping systems.
- Principles of mathematics.
- Principles and practices of general ledgers and posting procedures.
- Red Flag procedures.
- Basic English usage, spelling, grammar and punctuation.
- Modern office practices, equipment, and procedures.
- Personal computer operation and related software applications at a basic level.
- Laws, ordinances, statues, and regulations controlling handling customer accounts.
- District policies, rules, regulations and procedures.
- Best practices in customer service.
- Appropriate safety precautions, procedures, practices and regulations.

Skills and Abilities

- Operate a computer workstation with basic skill level in Excel, Word, and Outlook, including setup and maintenance of an Excel spreadsheet. Type a minimum of 45 wpm.
- Advanced data entry and 10-key functions.
- Use of standard office equipment such as copier, fax machine and scanner.
- Listen and effectively and courteously interface with customers.
- Exercise independent judgment and initiative within established guidelines.
- Interpret and follow District codes, policies, and standards.
- Maintain complete and accurate records and documentation.
- Prepare a variety of financial reports.
- Gather, analyze and interpret data.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain cooperative working relationships with all levels of co-workers, customers, Board Members, and vendors
- Work with minimum supervision.
- Prioritization, organization, and coordination.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt and hazardous materials.
- Work at a desk for extended periods of time. Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of up to 15 pounds such as large binders, books, and small office equipment. Move boxes paper, envelopes, bills and reports using a cart. Hearing and vision within normal ranges with or without correction.

- Communicate orally and by email with District management, co-workers, and the public in face-to-face, one-on-one and group settings; regularly use a telephone and two-way radio for communication.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment. Operate office equipment such as computer and keyboard, copiers and fax machines; look at computer monitor for extended time periods.
- Travel by vehicle while conducting District business.
- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed government officials, media representatives, business and community leaders, employees, financial institutions, consultants, vendors, the public and others encountered in the course of work.

QUALIFICATIONS

Education and/or Previous Work Experience

Any combination of experience and training that would provide the knowledge and abilities to perform the position is qualifying. A typical way to obtain the required knowledge and abilities would include the following:

- High school diploma or equivalent.
- Minimum of one (1) year of experience as a Billing Technician I with the district or a minimum of one (1) year of experience as a billing technician with another water agency using the same billing software as is used by HDWD.
- College level courses in accounting, finance, business administration, or related subjects desirable.

License / Certificate:

Possession of a valid Class C California driver's license and satisfactory driving record free from multiple or serious traffic violations or accidents for a period of at least two (2) years.

Other requirements:

Completion of and satisfactory results of pre-employment drug and alcohol test; physical examination indicating fitness for duty; DMV record review; and background investigation.