



BILLING SPECIALIST II

Department: Billing
Range:

FLSA Status: Non-Exempt
Effective Date: September 1, 2010

General Purpose

Under general supervision from the Billing Supervisor, to perform intermediate level tasks and processes in support of preparing customer billings for the District's customers; and to perform related work as required.

Distinguishing Characteristics

This class is the journey level in the Billing Specialist series, and is differentiated from the Billing Specialist 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 Specialist III in that the higher level is the advanced technical class in which incumbents perform the most complex billing related tasks.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- Assists in coordinating the preparation of data and records for residential and commercial customer computer generated billing.
- Assists in loading and unloading data recorders and editing of meter read data.
- Assists in transferring and generating data for bills and notices.
- Assists with timely printing of bills and notices, internally or through outside vendor.
- Prepares adjustments and exceptions to customer accounts; closes accounts, and prepares closing bills; performs audits of billing transactions.
- Balances and reconciles accounts; prepares refunds of over payments on accounts.

- Performs delinquency processing including issuing various notices and service orders in preparation for liens, collection and write offs.
- Prepares detailed reconciliations for unbilled accounts.
- Performs data entry of meter locations, inventory and/or locations for service.
- Processes returned checks.
- Updates addresses in system for contractors, builders, and business and residential customers.
- Assists in interpreting customer accounts by using knowledge of applicable District rules and guidelines; assists customers in resolving account related problems within established guidelines, bringing exceptions to the Billing Supervisor for direction.
- Provides information required for the preparation of monthly reports.
- Prepares clear and concise spreadsheets and correspondence for the more complex issues.
- Works directly with employees in other District departments to resolve billing and reading issues and to improve processing and communication within departments.
- Assists the Billing Supervisor in investigating billing irregularities.
- Assists in handling the more difficult technical and sensitive customer billing issues.
- Trains Billing Specialists I's and other support staff.
- Performs all of the duties of a Billing Specialist I, as required.
- Cross trains to assist in customer service and accounting functions, as necessary.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

Qualifications

Knowledge of:

- Principles, methods, and practices of financial and customer account record keeping work.
- Customer billing and account collections, data entry, accounting and basic auditing.
- District policies, rules, procedures, and regulations involved in the establishment of customer accounts, customer billing, and account collections.
- Customer Service and/or Meter Reading system software and procedures.
- Basic English usage, spelling, grammar and punctuation.
- Modern office practices, equipment, and procedures.
- Personal computer operation and related software applications including basic level Microsoft Office, e-mail, accounting and web-based communication tools.
- Research techniques, methods and procedures.
- Safe work practices.

Ability to:

- Examine source documents and review for accuracy and discrepancies.
- Perform detailed and complex arithmetical calculations quickly and accurately.
- Interpret customer accounts and consumption records, and explain District policies, rate ordinances and services.
- Update and maintain a variety of financial and statistical records and prepare complex spreadsheets related to billing.
- Instruct and train others in District billing policies and procedures and equipment.
- Follow direction in assembling data, preparing accurate reports and maintaining detailed records.
- Prepare routine business correspondence.
- Establish and maintain cooperative working relationships with others.
- Communicate clearly and concisely, orally and in writing.
- Be tactful and courteous to the public.
- Operate standard office equipment, personal computers, and related customer service, accounting and billing software.
- Keyboard at 30 wpm and operate a 10-key calculator by touch.
- Observe proper safety precautions.

Minimum Qualifications

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education:

A high school diploma or satisfactory equivalent, supplemented by the completion of at least three (3) college level courses in accounting, business administration, or information technology; and

Experience:

A minimum of two (2) years of progressively responsible experience in customer service and accounting related work with at least one (1) of those years in computerized billing of similar volume and complexity.

Necessary Special Requirements

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

Physical Tasks and Environmental Conditions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.