

City of Shelby, Ohio

JOB DESCRIPTION

Job Title: Utilities Billing Control Clerk, Class B

Department: Utilities Office

Reports To: Utility Office Manager

Classification Status: Classified

Requirement: Must be Bondable

Normal Working Hrs: M-F 0800-1630

Employment Status: Full-Time

FLSA Status: Non-Exempt

Adopted Date: 1/14/2019

POSITION SUMMARY Under direction will learn to review and post data from handhelds, compute charges for utility services, and mark special accounts for billing purposes by performing the following duties. Regular and predictable attendance.

ESSENTIAL FUNCTIONS OF THE POSITION

Class B Clerk will learn all of the following duties.

20% - Mark accounts with fixed demands, combined bills for more than one meter connection, and those requiring use of constant multipliers to extend meter reading to actual consumption. Post late and special meter readings and estimated readings. Examine meter reading entries for evidence of irregular conditions, such as defective meters or use of service without contract, and prepare forms for corrective actions by others.

40% - Mark accounts for no bill when irregular conditions cannot be resolved before billing date. Computer experience necessary, entering and billing of electric, water and sewer; helping customers with information and processing their bills; processing and refund security deposits; helping with collection of delinquent accounts by mail. Uploading and downloading handheld readers.

40% - Answering telephone, setting up appointments for servicemen, sign up customers. General typing, developing forms. Handles all return mail and the purchasing of postage stamps.

NON-ESSENTIAL FUNCTIONS OF THE POSITION This job description in no manner states or implies that these are only duties and responsibilities to be performed by this position. Percentage of duties and responsibilities can change by availability of work. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The individual must possess excellent computer skills, excellent business and administrative skills, customer service skills, organizational skills, communication skills, and managerial skills. The appropriate individual will have the skills necessary to resolve disputes with customers over such things as billing and turn-offs with professionalism and diplomacy. The individual must have experience with word processing, spreadsheets, and various software applications, and the ability to evolve with various trends in computer applications, and the billing and collection processes. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CERTIFICATES, LICENSES, REGISTRATIONS Possession of a valid State of Ohio motor vehicle operator's license.

EDUCATION and/or EXPERIENCE License, or Certificate, or Degree in related field(s) or two years related experience and/or training in the related fields; or equivalent combination of education and experience.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand, walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

In accordance with US Department of Labor physical demands strength rating, this is considered sedentary work.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Controlled climate professional office setting primarily, however, will need to travel to the bank and City Hall at which time will be subject to weather conditions.

LANGUAGE SKILLS Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

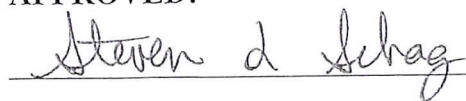
REASONING ABILITY Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

My signature below signifies that I have reviewed and understand the contents of my job description.

Utilities Billing Control Clerk, Class B

Date

APPROVED:



Mayor

1-14-19

Date

Developed By: je/ac