



JOB TITLE: Billing Coordinator
DEPARTMENT: Public Works
FLSA STATUS: Non-Exempt
REPORTS TO: Assistant Director of Public Works

I. POSITION SUMMARY

The Billing Coordinator performs operations for the Department of Public Works Billing Office. Core responsibilities include billing, processing payments, preparing deposits, administering liens, and handling escalated customer problems/complaints.

II. WORK REQUIREMENTS & ESSENTIAL DUTIES

Requirements of Work

- Ability to effectively communicate in person, by phone and in writing;
- Ability to maintain a high level of confidentiality;
- Ability to maintain and file data and completed reports;
- Ability to diplomatically interact with the public and address their concerns/questions;
- Ability to think logically and problem-solve in order to analyze situations, troubleshoot, and make sound decisions;
- Ability to handle multiple tasks simultaneously and meet deadlines;
- Ability to build and maintain positive work relationships with management, staff members and external contacts.
- Ability to successfully train Billing Clerks.

Essential Duties and Responsibilities

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions listed below. This list is not exhaustive; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Reviews Billing department purchase orders, verifies invoiced purchase and services;
- Provides direction, advice and expertise when handling customer requests; resolved unusual or complex problems with customer accounts;
- Responds to customer inquiries and resolves problems related to billing, meter reading and repair and utility disconnects;
- Ensures compliance with applicable codes, laws, rules, regulations, standards, policies

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and procedures; recommends or initiates actions necessary to correct deviations or violations;

- Prepares monthly schedules of billing activities, data entry, bill generation and mailing, billing due dates, and final reports;
- Notifies customer of payments returned for insufficient funds;
- Oversees and assists in the preparation and mailing of monthly bills; oversees the calculation of final bills, adjusting them for meter deposits, overpayments and other special issues before mailing them;
- Manages delinquent accounts, evaluates accounts for disconnect, and implements procedures for disconnecting and restoring service; maintains delinquent accounts and releases liens upon payments of balance;
- Prepares and maintains a log of work orders for scheduled service, including new service, disconnections, transfers, adjustments, meter rechecks, installations, repairs and replacements;
- Creates, manages and verifies vouchers for the billing office and the public works department;
- Performs the duties of the Billing Clerk as needed;
- Other duties as assigned.

III. COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- ✓ Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- ✓ Oral Communication - Speaks clearly and persuasively in positive or negative situations.
- ✓ Team Work - Balances team and individual responsibilities.
- ✓ Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- ✓ Quality Management - Demonstrates accuracy and thoroughness.
- ✓ Ethics - Works with integrity and ethically.
- ✓ Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.
- ✓ Adaptability - Adapts to changes in the work environment.
- ✓ Attendance/Punctuality - Is consistently at work and on time; Ensures work

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- responsibilities are covered when absent; Arrives at meetings and appointments on time.
- ✓ Dependability - Follows instructions, responds to management direction; Completes tasks on time or notifies appropriate person with an alternate plan.
 - ✓ Initiative - Asks for and offers help when needed.
 - ✓ Judgment - Exhibits sound and accurate judgment.
 - ✓ Planning/Organizing - Uses time efficiently.
 - ✓ Professionalism - Approaches others in a tactful manner.
 - ✓ Quantity - Completes work in timely manner.
 - ✓ Safety and Security - Observes safety and security procedures.

Education/Experience:

High school diploma or GED is required with three (3) to five (5) years of experience involving billing and accounts receivable, customer service and person computer operations is preferred. Associates or bachelor's degree in business administration or accounting is desirable.

Language Ability:

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to respond to common inquiries and complaints from customers, regulatory agencies, or members of the community.

Math Ability:

This position requires the employee to perform basic mathematical calculations, measurements, and elevations.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software and Internet software.

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.

- ✓ Ability to stand and sit for periods of time and to move intermittently throughout the workday;
- ✓ Ability to perform focused work with close attention to detail with strong sensory skills, such as good eyesight, hearing and dexterity

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- ✓ Ability to push, pull and move up to twenty-five (25) pounds;
- ✓ Ability to operate office equipment, including computers, copiers, fax machines and phones.

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