



City of Greenfield

## UTILITY BILLING TECHNICIAN

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Job Title:	Utility Billing Technician
Department:	Administrative Services/Finance
Reports To:	Director of Administrative Services
Employee Type:	Fulltime
FLSA Status:	Non-exempt
Effective Date:	04.2022

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### **DEFINITION**

The Utility Billing Technician is responsible for clerical and accounting work performed in the municipal utilities portion of the Finance Department. This position is responsible for assisting with maintenance of the City's utility billing records and accounts, cash receipt and customer service. There may be work projects that need to be produced in a timely manner and other office tasks as deemed necessary.

### **ESSENTIAL FUNCTIONS**

The following duties and functions are normal for this position. The omission of specific statements of the duties/functions does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected commensurate with the administrative needs of the department.

- Maintenance of utility records for the City's utility billing process
- Receive utility payments and other revenue payments; posts to General Ledger
- Process open and close requests for services
- Prepares monthly meter reader downloads, books and assists meter readers in obtaining accurate information
- Provide reception services by answering telephone, fax and other inquiries
- Sort and file correspondence, checks, and other materials by prescribed methods

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Typical administrative practices and processes associated with local government office or functions, or possess ability to acquire and put such knowledge into practice
- Office machines, such as scanner, computer, copier and fax machine and of office practices and procedures
- Able to maintain a pleasant and courteous demeanor working in a fast-paced environment
- Establish and maintain an effective working relationship with all levels of management, City officials, vendors, other employees and the general public



## City of Greenfield

- Communicate effectively in person, by telephone, and by email with all levels of management, City officials, vendors, other employees and the general public
- Meet deadlines and perform multiple tasks under pressure
- Effectively respond to a stressful or high-pressure environment
- Work in a multi-task environment
- Good grammar and spelling
- Basic mathematics, in order to calculate fees, work hours and sufficient math to complete reports and basic bookkeeping skills
- Able to perform multiple tasks efficiently and apply knowledge of procedures to fulfill essential job duties
- Ability to organize, prioritize and carry out office work with minimal supervision
- Maintain professional appearance and attire
- Bilingual; English | Spanish preferred but not required.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

- High school diploma/GED required
- Education requirements include an associate degree or equivalent in public or business administration, or related field
- Two (2) years of experience in administrative work preferably in a Utilities department or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

## **ADDITIONAL REQUIREMENTS:**

### License

Must possess a valid California class C driver's license and have a satisfactory driving record.

### Background

Must be able to successfully pass a comprehensive background check.

### Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. The ability to exert light physical effort, including but not limited to, lifting, carrying, pushing and/or pulling, etc. of objects and materials of light weight (generally 25 pounds or less).