



Utility Billing Coordinator

Category: Classified
Pay Grade: C23
Job Code: 17026

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

This is highly responsible financial work including billing, data collection, rate auditing, training, reporting and record keeping. Incumbents are responsible for reviewing and processing of complex records, troubleshooting, advising and resolving billing discrepancies and questions from municipalities and internal departments with varying bill rate categories. Coordinates, adjustments and auditing of financial records while adhering to retention and contract terms and ensures accounts comply with federal, state, and local laws, and rules. Tracks and monitors revenue for wholesale and contractual billing. Analyzes wholesale water, sewer and reclaimed usage trends, records and resolves system issues in collaboration with the maintenance division. Reports and maintains data in software programs and complex databases to ensure accurate billing of reclaim water wholesale assets. Develops billing procedures or techniques to meet the specialized needs of the department. This position requires considerable independent judgment and initiative. Work is performed under the general supervision of a division manager or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Maintains billing and rate records associated with internal and external customer accounts;
- Serves as a liaison for municipal governments and private agencies with existing contractual billing agreements;
- Works directly with municipal governments and department staff to understand and apply rates, charges, policies, and procedures in order to provide consistent and accurate billing;
- Provides customer service and training, coaching, and guidance to internal and external customers;
- Processes municipal account changes, rate changes, and monthly wholesale & contractual billing;
- Researches and collects information on operational and administrative problems, analyzes findings, and makes reports to supervisor;
- Exercises independent judgement and problem solving in regard to billing inaccuracies, escalation resolutions, collections, and technical challenges;
- Utilizes software programs and complex databases to extract data, analyze, and report billing information in order to solve a wide variety of billing and customer problems;
- Processes customer change orders, installations and adjustments requests;
- Monitors and maintains utility usage records and related statistics to ensure accurate billing;
- Audits accounts, and invoices for mathematical correctness and legal compliance, examines and verifies all revenues and reconciles book balances with bank balances;
- May perform data processing related duties including using available statistical packages which may include Oracle or other relational data bases or programs, encoding data, data entry and retrieval, and routine computer terminal operations and programming/reprogramming;
- Researches and conducts specialized studies and makes recommendations to immediate supervisor or department management;

- Extracts reports and schedules and monitors the flow of financial data through various modules of the financial accounting system for internal controls and data integrity;
- Develops, coordinates, and implements work standards, methods, improvements, assessment, testing, and evaluation of related processes, procedures, and practices;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years of experience in recognized accountant work; or an Associate's degree (or two (2) years of other related college level education) plus three (3) years of experience as an accountant; or a Bachelor's degree in accounting, business administration or related field plus one (1) year of experience in accountant work; or a Master's degree in accounting, business administration or related field; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of generally accepted accounting principles and procedures;
- Knowledge of the laws, rules, and regulations controlling fiscal record keeping for government agencies;
- Knowledge of auditing methods, practices, and procedures;
- Knowledge of modern office practices, procedures, and equipment;
- Knowledge of data processing, principles, procedures, and equipment.
- Ability to prepare complete accounting reports and statements of moderate complexity;
- Ability to meet deadlines and work under pressure and under a heavy workload;
- Ability to analyze transactions, identify errors, and make adjusting journal entries when necessary;
- Ability to interpret oral and written instructions;
- Ability to analyze complex batch/online reports, online screens, and file dumps;

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.