



BILLING SPECIALIST III

Department: Billing
Range:

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

General Purpose

Under general supervision from the Billing Supervisor, to perform advanced/lead level technical support work in the preparation of customer billings for the District's customers; and to perform related work as required.

Distinguishing Characteristics

This class is the advanced/lead level in the Billing Specialist series, and is differentiated from the Billing Specialist II in that incumbents are expected to work with greater independence and serve at an advanced/lead level. Incumbents perform complex technical billing tasks and reports, with primary responsibility for completing the full array of general billing functions accurately and efficiently.

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.

- Coordinates the preparation of data and records for residential and commercial customer computer generated billing.
- Loads and unloads data recorders and edits meter read data.
- Transfers and generates data for bills and notices.
- Generates monthly schedule; ensures 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.
- Performs delinquency processing including issuing various notices and service orders in preparation for liens, collection and write offs.
- Prepares detailed reconciliations for unbilled accounts.
- Interacts with third party service providers as required during the billing process.

- Processes returned mail.
- Interprets customer accounts by using knowledge of applicable District rules and guidelines, and assists customers in resolving account related problems with broader discretion.
- Provides information required for the preparation of monthly reports.
- Prepares clear and concise spreadsheets and correspondence for 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.
- Researches and resolves the most difficult and complex customer service issues.
- Trains Billing Specialists I's and II's and other support staff.
- Performs all of the duties of Billing Specialists I and II, as required.
- Cross trains to assist in customer service functions as necessary.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

Qualifications

Knowledge of:

- Advanced 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.
- Use independent judgment 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:

An associate's degree from an accredited college or university in finance, accounting, business administration or a closely related field; and

Experience:

A minimum of three (3) years of progressively responsible experience in customer service and accounting related work with at least two (2) of those years in computerized billing of similar volume and complexity. Experience in a lead capacity is highly desirable. Up to four (4) years of additional qualifying experience may be substituted for the required education, on a "two for one" basis (two years of experience for one year of education), however candidates must have completed at least four (4) college level courses in accounting, business administration, information technology, or related subjects.

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.