
Utility Billing Technician

DEFINITION

Under general supervision, performs technical work in support of electric utility billing transactions and works closely with customer service operations to resolve billing issues and coordinate service orders for utility customers; provides support to an assigned supervisor; and performs related duties as assigned.

DISTINGUISHING FEATURES

Positions in this class perform technical and clerical work in the area of electric utility billing. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. As experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence. Work in the class is distinguished from that of higher classes by the performance of more routine functions.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Process customer billing and payments: generate bills, post payments from all channels (credit cards, e-checks, e-bills, PAP, lockbox, EFT/ACH); handle returns/chargebacks; send return letters; remove PAP as needed.
2. Apply rate schedules and fees; perform detailed bill analyses to resolve complex conditions (e.g., zero usage, non-registration, tampering), coordinating with Meter Shop/IT as needed.
3. Maintain meter data and routes: retrieve reads (AMI/Itron), run variance/exception reports, clear MDM validation errors, and perform on-demand reads.
4. Create and manage service orders end-to-end (installs, swaps, checks, route changes, move-ins/outs); link to accounts; prepare first/final bills; coordinate with Engineering, IT, Operations, and Customer Service; verify refurbished meters.
5. Coordinate delinquency cycles, payment arrangements, and write-off workflows with Customer Service/Finance per policy; issue 7-day/late notices and fees.
6. Run operational reports and reconciliations: unbilled new connects, vacant account usage, service-order aging, streetlight/delayed billing; process credits, re-bills, back-bills, extra charges, and tampering fees.

7. Process solar/Net Energy Metering (NEM) billing and reconciliations.
8. Administer account setups/changes: create new accounts/addresses from permits (panel upgrades/development); process tax exemptions or reduced-tax setups and Utility Bill discount/medical discount transfers; maintain opt-out routes; update bill codes/meter comments.
9. Investigate and resolve billing discrepancies and escalations; liaise with Meter Shop/IT; assist CSRs, including bilingual communications.
10. Perform system testing and support for CIS/Harris upgrades and related projects.
11. Prepare documentation and support annual audits; maintain accurate records and scanned files.

Other Duties

12. Perform related duties as assigned.

WORKING CONDITIONS

- Indoor office or station environment.
- Occasional exposure to wet or humid conditions; extreme cold or extreme heat.
- Occasional exposure to fumes or airborne particles, toxic or caustic chemicals, and vibration.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.
- May be required to address and de-escalate interactions with dissatisfied staff or members of the public while explaining and applying departmental policies and procedures.

PHYSICAL DEMANDS

- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer, computer keyboard, and standard office equipment.
- Specific vision abilities including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to interpret and read reports, spreadsheets, etc. in electronic and non-electronic formats.
- Sitting or standing for extended periods of time.
- Reach with hands and arms; climb or balance; stoop, crouch, squat, crawl, walk; twist and bend from the waist.
- Hearing and speaking to exchange information and communicate in person and by telephone.

EMPLOYMENT STANDARDS

Education/Experience

Any combination of education and experience likely to provide the required knowledge and abilities; a typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school, supplemented by course work in business administration, accounting, or a closely related field.

Experience: Two years of experience involving customer service or general office work. Accounting, utility billing, and/or collections experience is desirable.

Knowledge

Knowledge of utility billing methods and procedures; cash processing procedures; basic bookkeeping and accounting principles; business application software and spreadsheet applications; Customer Information Systems (CIS), Advanced Metering Infrastructure (AMI), and related systems such as MeterSense, Itron, Cognos, Matrix, Acella, and electronic payment processing systems (CheckFree, Vanco, eCareCC, EFT/ACH). Principles and practices of customer service; modern office methods, practices, and procedures; electric rate structures, fee schedules, and discount/tax programs applicable to utility customers.

Abilities

Ability to perform electric utility billing and payment processing with accuracy and timeliness; learn and apply cash handling and reconciliation procedures; operate and effectively utilize CIS and related billing/AMI systems; analyze meter reads and troubleshoot variances; prioritize and organize multiple tasks in a fast-paced environment; communicate effectively and diplomatically with customers, including in Spanish where applicable; prepare clear and accurate records and reports; support system testing and upgrades; analyze billing anomalies using CIS and meter data, and to interpret and accurately apply rate and fee rules; establish and maintain cooperative working relationships with staff, customers, and other departments.

Other Requirements

Bilingual ability (Spanish preferred) is highly desirable for customer communication and translation support.