

UTILITY BILLING SPECIALIST

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DEFINITION

Under direction, performs a variety of complex billing and routine analytical duties in support of the electric utility billing function for Alameda Municipal Power (AMP); assures the accuracy of utility billings; provides detailed and highly responsible support to assigned supervisor; and performs related work as required.

DISTINGUISHING FEATURES

This journey-level technical classification identifies and corrects a wide range of utility billing discrepancies that are complex in nature. Positions at this level are distinguished from other classes by scope of responsibility, complexity of duties assigned, and independence of decision making required. This position may also train and monitor the work of lower-level positions.

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. Establish computerized records of all utility meters installed for customer accounts and monitor utility billing system records to verify accuracy of data.
2. Monitor daily cash applications and ensure batches are completed timely and accurately.
3. Resolve billing issues that require detailed analysis and independent judgment; detect irregularities and resolve errors; collaborate daily with the Customer Service Department to resolve billing disputes, rate inquiries, and other customer-related issues.
4. Coordinate service orders with AMP staff across divisions and facilitate interdepartmental collaboration.
5. Set up, test, and maintain rate schedules, alert codes, and billing codes; conduct detailed rate testing and validation, including proration, baseline tier changes, and biannual rate comparison analysis to maintain billing integrity.
6. Define cross reference tables for general ledger and system billing statistics, ensuring accurate and efficient reporting.
7. Create and edit database reports for various departments, including specialized queries and regular analysis.
8. Troubleshoot cash payment processing issues and ensure timely resolution.
9. Configure new rate schedules and test new programs being implemented in applicable database applications conducting detailed testing to prevent billing errors.
10. Process delayed billing and statement generation for consolidated accounts.
11. Develop and implement new meter routes and perform and train others in new account setup.
12. Calculate solar accounts adjustments, resolve discrepancies, and ensure true-up calculations are accurate.
13. Perform end-of-month processes, including reconciliation and report submissions.
14. Maintain and stay current with industry trends and knowledge related to customer information/billing systems, identify inefficiencies in operational processes and make recommendations to enhance performance and compliance, and test and implement billing system modifications and upgrades.

15. Prepare detailed documentation and operating instructions for software application functions and work processes.
16. Provide training and technical expertise to Billing Technicians and other staff; and may provide technical supervision to Billing Technicians.

Other Duties

17. Serve as a backup to Billing Technicians; participate in department cross training to provide support in other department functions such as Itron processing, credit control, NSF processing, meter service orders, and move-in/move-out orders as needed.
18. Handle special work projects and ad hoc tasks assigned by management, delivering innovative and effective solutions.
19. Perform related duties and responsibilities as required.

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, and vibration.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.

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.
- Frequently sitting or standing for extended periods of time
- Reach with hands and arms; repetitive movements of hands or wrist; stoop, crouch, squat, walk; twist and bend from the waist.
- Hearing and speaking to present and exchange information, and to 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 work experience performing technical support work in the area of utility billing which is equivalent to the level of a Utility Billing Technician with the City of Alameda.

Knowledge

Knowledge of basic principles and practices of bookkeeping; basic arithmetic; Customer Information Systems (CIS); spreadsheet applications; financial methods and procedures related to utility billing credit and collection procedures; cash processing procedures; utility rate structures and schedules; cyber security and data privacy concepts; utility meter reading devices; standard office equipment, computer software, and financial applications/programs; basic principles and methods of research and analysis in order to troubleshoot and resolve issues; relevant federal, state and local laws, rules and regulations related to area of assignment; modern office methods, practices, and procedures, including computers and applicable software; principles and practices of customer service.

Abilities

Ability to perform the most complex duties related to utility bill processing; perform basic arithmetic calculations; input data with speed and accuracy; work in a fast-paced environment; prioritize and organize multiple tasks, often requiring attention to detail; understand and follow instructions and

documentation; evaluate and interpret procedures and data, and develop logical conclusions; establish and maintain accurate records; operate and effectively utilize use modern office equipment including computers and applicable software applications and database systems involved in the performance of job functions; maintain level of knowledge required for satisfactory job performance; communicate clearly and concisely, both verbally and in writing; explain policies and complex technical concepts to department and AMP staff; establish and maintain effective working relationships with those contacted in the course of work; actively and positively contribute to team dynamics and collaboration; provide technical supervision and training to staff.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.