Utility Billing Specialist

DEFINITION

Under direction, performs a variety of complex billing and routine analytical duties in support of the electric utility billing function; assures the accuracy of utility billings; and provides detailed and highly responsible support to assigned supervisor and performs other 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 the level of responsibility assumed, complexity of duties assigned, and independence of action taken.

EXAMPLES OF 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.
4. Coordinate service orders with utility staff in other divisions.
5. Set up, test, and maintain rate schedules, alert codes, and billing codes.
6. Define cross reference tables for general ledger and system billing statistics.
7. Create and edit database reports for various departments.
8. Troubleshoot cash payment processing issues.
9. Set up new rate schedules and test new programs being implemented in applicable database applications.
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 and ensure true-up calculations are done correctly, including troubleshooting and correction of errors.
13. Maintain and stay current with industry trends and knowledge related to customer information/billing system, make recommendations to improve operational processes and test and implement billing system modifications and upgrades.
14. Prepare detailed documentation and operating instructions for software application functions and work processes.
15. technical Provide training to Billing Technicians and other staff; and may provide technical supervision to to Billing Technicians.
16. Serve as a backup to Billing Technicians.
17. Perform related duties as assigned.

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; cyber security and data privacy concepts; utility meter reading devices; 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; establish and maintain effective working relationships with those contacted in the course of work; 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.

Revision History:
July 2009: Utility Information Systems Billing Specialist
January 2019: Revised to Utility Billing Specialist

Assists with requests and inquiries from users regarding application systems, billing, and databases.

Creates, runs, and distributes database queries and reports that may include sensitive data and confidential information while maintaining privacy, security, and integrity principles.

Oversee and assist with billing and other related information technology processes.