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; and provides support to an assigned supervisor and performs other related duties.

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. However, 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

1. Maintain daily meter billing routes by retrieving meter reads for customer billings and run exception reports to verify data.
2. Process utility bills for customers by calculating usage from meter readings and post to customer accounts; work with customer service to investigate customer utility bill complaints; and make adjustments to customer accounts.
3. Apply payments from a variety of sources to customer accounts daily; and process returned payments.
4. Prepare late payment notices and mail to customers.
5. Setup new customer accounts using appropriate systems.
6. Process service orders for meter removal, meter exchanges, new meter installations, etc. and link to customer accounts.
7. Process service orders for customer move-in/move-outs by obtaining final or initial reads; prepare first and final utility bills; and submit to bill print processor.
8. Create service orders for meter read verifications, meter locations, and meter numbers and report non-communicating meters to the Advanced Metering Infrastructure (AMI) System Administrator for troubleshooting.
9. Verify payments/bills and research discrepancies.
10. Provide documentation requested during annual audits relating to cash receipts or billing.
11. Verify and clear daily validation errors from the Meter Data Management (MDM) system and verify meter reads within the MDM and test communications by performing on demand reads.
12. Establish and maintain filing systems and scan/file payment and billing documents.

13. Perform Customer Information System (CIS) systems tests and assist with upgrade implementations.
14. 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 experience involving customer service or general office work. Accounting, billing, and/or collections experience is desirable.

Knowledge
Knowledge of basic bookkeeping procedures; basic arithmetic; business application software and spreadsheet applications; methods and procedures related to financial processing; principles and practices of customer service; modern office methods, practices, and procedures, including computers and applicable software.

Abilities
Ability to learn electric utility billing methods and practices; learn cash processing procedures; learn and effectively utilize electric utility Customer Information Systems (CIS); work in a fast-paced environment; perform basic arithmetical calculations; prioritize and organize multiple tasks, often requiring attention to details; understand and follow instructions and documentation; operate and effectively utilize use modern office equipment including computers and applicable software applications and database systems involved in the performance of job functions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate clearly and concisely, both verbally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

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 System Billing Technician
October 2019: Revised to Utility Billing Technician

| **Salary Schedule** | **MOU** | **Benefits** |

Establish and maintain various records and complex record keeping systems, including specialized technical computer applications such as the electronic and automated customer information/billing systems.

Process requests for daily, weekly, monthly, annual reports related to billing, customer service, cashiering, accounts payable, payroll, and other miscellaneous reports as requested.

Prepare hand held meter reading devices by loading meter information and setting up units for daily meter reading; retrieve data for billing processes; and troubleshoot equipment problems.

Process electronic bill remittance, lock box payments, and electronic file transfer transmissions daily.

Operate, monitor, and maintain a variety of computing platforms and perform related activities associated with the mainframe and network connected equipment, including troubleshooting and providing technical assistance and support to users.

Back up business critical data from mainframe, Metropolitan Area Network (MAN), and local area network (LAN) servers. Maintain tape and diskette library and assist in data recovery processes in the event of hardware failure. Maintain a variety of history and incident logs related to daily computer operations.

Monitor the operational status and troubleshoot problems with the MAN, perform preventive maintenance, and coordinate between department and City Information Technology when maintenance is needed.

Department Help Desk Liaison to City Information Technology Help Desk staff; provide technical support to all departmental system users including troubleshooting hardware, printers, and performing maintenance as necessary.

Conduct various data and information audits, verifying receipt, and researching discrepancies.

Operate a variety of machines and equipment; performs technical staff work pertaining to the operation and maintenance of specialized equipment and software applications.

Knowledge of principles, uses and operational characteristics of information technology hardware and software, and mainframe operating systems, networks; printers, meter reading devices, and customer service databases used to track customer accounts; Metropolitan Area Network system equipment; Virtual Local Area Network connectivity, computer systems troubleshooting, analysis, equipment applications, and electronic data systems; computer and related peripheral equipment operations and maintenance techniques; electronic billing transfers; statistical and financial methods and procedures; and modern office methods, practices and procedures.

Ability

perform minor procedure maintenance on an IBM mid-range computer system and input data with speed and accuracy; provide assistance, resource information and problem resolution on any system-related inquiries; monitor and operate

Special Requirement

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

CL: Human Resources Department

10/8/14