

JOB TITLE: UTILITY BILLING CLERK/
CUSTOMER SERVICE REPRESENTATIVE (Hourly: Non-exempt)

ACCOUNTABILITY: Under the direction of the Administrator Assistant/Clerk-Treasurer.

JOB SUMMARY: Responsible for the daily monitoring and trouble shooting of the automated meter reading (AMR) system; responsible for the preparation, distribution and maintenance of utility bills, records and reports including working closely with the Nebraska Public Power District for AMR processing issues; responsible for the collection of utility bills and assuring that all accounts are accounted for; responsible for preparing monthly statements on outstanding accounts; responsible for processing utility orders for customer moves; responsible for duties related to delinquent accounts and disconnect procedures; responsible for attending energy related products and services meetings and training of staff in approved marketing efforts.

ESSENTIAL DUTIES AND RESPONSIBILITIES: All Utility billing preparation, distribution and maintenance duties which include monitoring, processing and trouble-shooting the automated meter reading (AMR) system and working closely with Electric and W/WWTW Department personnel in this process and Nebraska Public Power District for AMR processing issues; collection of utility accounts; waiting on counter trade and handling customer complaints/questions; answering telephone calls; exercising judgment concerning issues related to utility billing including the AMR system, rates and enforcement of City Codes with overview/approval of the Administrator Assistant/Clerk-Treasurer; responsible for keeping track of approved rate increases and insuring that the necessary program changes are made to the computer at the correct times; operates the computer, typewriter, calculator, base radio, cash register, fax and copy machine in daily activities.

ADDITIONAL DUTIES AND RESPONSIBILITIES: Maintains files and records; assists with the management of the inventory records of the city; assists with Council meeting packet information; sorting mail; assists with bank reconciliation duties; makes recommendations and assists with the promotion of customer service and energy related products and services; assists with, and reviews recommendations related to utility rate amendments; and performs other related duties as directed.

SKILLS/ABILITIES: Good communication skills required to effectively communicate on a daily basis with City employees and the public; ability to type from copy at a rate of 30 wpm; ability to stand and/or sit for long periods of time; ability to attend training sessions and/or conferences in town or out of town; ability to work overtime hours if necessary; ability to carry out arithmetic procedures.

TRAINING AND EXPERIENCE: Graduation from high school; two to three years of experience with various computer programs and functions, one year experience in bookkeeping, accounting or general office work is desirable, or any equivalent combination of experience or training.

Updated 02/2010