



## BILLING SPECIALIST I

Department: Billing  
Range:

FLSA Status: Non-Exempt  
Effective Date: September 1, 2010

### **General Purpose**

Under general supervision from the Billing Supervisor, to perform entry level tasks and processes in support of preparing customer billings for the District's customers; and to perform related work as required.

### **Distinguishing Characteristics**

This class is the entry/training level in the Billing Specialist series. This class is differentiated from the Billing Specialist II in that incumbents in the higher level class are expected to work with greater independence, and have responsibility for intermediate to moderately difficult and complex duties.

### **Essential Duties and Responsibilities**

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- Assists in routine tasks associated with coordinating the preparation of data and records for residential and commercial customer computer generated billing.
- Assists in loading and unloading data recorders and editing of meter read data.
- Assists in preparing routine adjustments to customer accounts; closes accounts, and prepares closing bills; assists in performing audits of billing transactions.
- Balances and reconciles accounts.
- Updates addresses in system for contractors, builders, and business and residential customers.
- Assists in resolving customer accounts following District rules and guidelines and brings exceptions to the Billing Supervisor for direction.
- Assists in providing information required for the preparation of monthly reports.

- Prepares clear and concise spreadsheets and correspondence at a basic level.
- Assists in handling the more routine customer billing issues.
- Cross trains to assist in customer service functions as necessary.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

### **Qualifications**

#### ***Knowledge of:***

- Basic principles, methods, and practices of financial and customer account record keeping work.
- Customer billing and account collections, data entry, accounting and basic auditing.
- Basic English usage, spelling, grammar and punctuation.
- Modern office practices, equipment, and procedures.
- Personal computer operation and related software applications including basic level Microsoft Office, e-mail, accounting and web-based communication tools.
- Research techniques, methods and procedures.
- Safe work practices.

#### ***Ability to:***

- Learn to examine source documents and review for accuracy and discrepancies.
- Perform detailed arithmetical calculations quickly and accurately.
- Learn to interpret customer accounts and consumption records, and explain District policies, rate ordinances and services.
- Update and maintain a variety of records and prepare basic level spreadsheets related to billing.
- Follow direction in assembling data, preparing accurate reports and maintaining detailed records.
- Prepare routine business correspondence, under guidance and review.
- Establish and maintain cooperative working relationships with others.
- Communicate clearly and concisely, orally and in writing.
- Be tactful and courteous to the public.
- Operate standard office equipment, personal computers, and related customer service, accounting and billing software.
- Keyboard at 30 wpm and operate a 10-key calculator by touch.
- Observe proper safety precautions.

### **Minimum Qualifications**

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

#### ***Education:***

A high school diploma or satisfactory equivalent, preferably supplemented by the completion at least two (2) college level courses in accounting, finance, business administration, or related subjects; and

#### ***Experience:***

A minimum of one (1) year of progressively responsible experience in customer service, cashiering, data entry and/or accounting related work.

### **Necessary Special Requirements**

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

### **Physical Tasks and Environmental Conditions**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### **Article 3.306**

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

***THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.***