



City of Loveland Position Description

Title: Utility Billing Clerk

Pay Range:^a	3	Department:	Finance Department
Daily Reports To:	Finance Director	Employment Status:	Full-time
FLSA Status:	Non-exempt	Civil Service Status:	Classified

MINIMUM QUALIFICATIONS:

High school diploma with significant college level coursework in accounting, business, or computer technology, at least Associate's Degree preferred, with at least one (1) year of experience in clerical or computer operation position; or equivalent combination of training or experience.

LICENSURE OR CERTIFICATION REQUIREMENTS:

None

MINIMUM ACCEPTABLE CHARACTERISTICS:

Knowledge of: basic accounting; data processing techniques and procedures; database management; department policies and procedures; public relations; office practices and procedures; records management.

Skill in: keyboarding and word processing using Microsoft Word; use of spreadsheet software, including Microsoft Excel; computer operation; ability to use a 10-key numeric keyboard with speed and proficiency; use of modern office equipment.

Ability to: carry out detailed but basic written or oral instructions; determine material and equipment needs; prepare routine correspondence; compile and prepare reports; respond to routine inquiries from the public and/or other public officials; communicate effectively, both verbally and in writing; maintain records according to established procedures; answer routine telephone inquiries and customer concerns; develop and maintain cooperative and effective working relationships with supervisors, co-workers, and members of the public.

ESSENTIAL FUNCTIONS OF THE POSITION: (For purposes of 42 USC 12101)

1. Maintains and sets up utility (water, sewer, garbage, and stormwater) accounts; schedules new meter installations; assigns account numbers to new addresses; supplies tax personnel with new resident information; notifies customers of leaks, covered meters and other situations as noted by the meter reader. Prepares, reviews, and uploads bill file for monthly and delinquent bills. Liaison with Public Works in regards to scheduling meter reading, door hangers, and shut offs.

^a Pay range number is subject to change by action of City Council.



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2. Answers customer telephone, walk-up, and drive-through window inquiries regarding utilities, municipal income taxes, garbage and recycling collection, and other city services; communicates with Waste/Recycling Agent any concerns or problems and notifies them of new residents and changes in garbage and recycling accounts; sorts and distributes City mail; and answers or directs service complaints and concerns, while providing excellent customer service and creating a positive image of the City for the public.
3. Performs a wide variety of accounting, bookkeeping, and clerical work for financial management of the City; enters data into a variety of software programs; uses personal computer to store, manage, and report on departmental functions.
4. Count, balance, and deposit funds received daily, including the cash box and petty cash; process and balance credit card payments; maintain financial records; and generate and produce financial reports for various City departments upon request.
5. Processes bad check collection documents; manages electronic transfer of utility payments, processes billing and collects past due utility bills; prepares list for property tax assessment by county for City Council.
6. Assists the Finance Director with detailed but basic data analysis for process improvements; assists as needed and directed with fixed asset audits, accounts payable, payroll review and preparation, and other similar finance-related tasks.
7. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
8. Demonstrates regular and predictable attendance based on assigned work schedule.

OTHER DUTIES AND RESPONSIBILITIES:

- Assists customers in general ways as needed. The front office area is a team environment and cross training and cross functioning are essential.
- Performs other duties as required.

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all inclusive)
Computer, copier, fax machine, calculator, switch board and telephone console.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS: (For purposes of O.R.C. 4167)

Position is an inside, sedentary office position and is not generally expected to perform duties out-of-doors or to have strenuous physical demands.



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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)