

City of Dunedin, Florida
Class Description

POSITION TITLE: Utility Billing Technician
Utilities Department, Utility Billing Division

GENERAL STATEMENT OF JOB

Under general supervision, provides technical support to the Utility Billing department staff to ensure effective and efficient operations. This is a technical position whose function is to provide customer service to residents of Dunedin in matters related to monthly utility billing, applications for water service, responding to customer utility billing questions and complaints and processing utility payments. Work involves knowledge of utility operations to promptly and effectively respond to and resolve concerns of utility customers. Performs related work as directed. Reports to the Utility Billing Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbents(s) of any particular position.

Performs data entry related to payments received and customer accounts, including opening, closing and transferring accounts and performing adjustments to accounts.

Researches utility account transactions to respond to customer inquiries concerning billings, payments, fees, adjustments, disconnects, re-reads and consumption issues

Enters financial debits and credit data into appropriate specialized utility computer systems

Communicates daily with Meter Readers and water plant personnel to do various functions in office and in the field.

Processes monthly nonpayment service disconnections and reconnections.

Administers department purchase orders and bill paying, places supply ordering, monitors inventory control and equipment maintenance.

Assists staff by performing a variety of technical and/or administrative duties,

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which may include but are not limited to researching and compiling data, composing and/or preparing reports and correspondence, maintaining inventory of office supplies and equipment, scheduling meetings and maintaining calendars, maintaining computer record-keeping operations, assisting in preparation and tracking budget, establishing and maintaining filing systems, making travel arrangements for staff, processing daily mail, etc.

Trains and reviews work for utility billing department staff and other departments as needed to ensure effective and efficient office operations.

Types, copies, files and mails various routine and confidential letters of correspondence, reports, specifications, and official documents.

Receives, logs, distributes and tracks projects and/or funding as directed.

Develops and prepares spreadsheets.

Performs computer data entry to record and retrieve information.

Oversees the use and maintenance of office equipment.

Assists with special projects as needed.

Acts as the interim Utility Billing supervisor when needed.

ADDITIONAL JOB FUNCTIONS

Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate staff person. Greets office visitors and performs customer/public service duties as required.

Performs routine clerical duties, including copying and filing documents, ordering office supplies, receiving deliveries, running errands, faxing or e-mailing information, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with three years of related experience (customer service, data entry, billing, bookkeeping, etc.).

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An equivalent combination of training and experience which provides the required skills, knowledge and abilities may be considered.

SPECIAL REQUIREMENTS

Requires a valid Florida driver's license.

This position is Category B for the purposes of Dunedin Emergency Management. The incumbent may be required to be onsite/available as scheduled during times of emergency as declared by the City/County Commission or City Manager.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies as they pertain to the performance of essential duties of the Utility Billing Technician. Has excellent secretarial, bookkeeping, coordination, computer and interpersonal skills. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to maintain confidentiality as required. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work. Has the ability to speak and understand the English language.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

Human Interaction: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is able to offer assistance to fellow employees as necessary.

Equipment, Machinery, Tools and Materials Utilization: Has knowledge of

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and skill in the use of modern office practices and equipment. Requires the ability to use, operate and/or handle equipment such as a computer, copier, fax machine, scanner, recording equipment, calculator, telephone. Is able to type accurately at a rate sufficient for the successful performance of assigned duties

Verbal Aptitude: Requires the ability to use a variety of reference and descriptive data and information. Has knowledge of proper English usage, vocabulary, punctuation and spelling.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; calculate decimals and percentages; may require ability to utilize principles of fractions and/or to interpret graphs. Has knowledge of basic mathematics.

Functional Reasoning: Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Is able to read and interpret various materials pertaining to the responsibilities of the job.

Situational Reasoning: Requires the ability to exercise the judgment required in situations characterized by repetitive or short-cycle operations covered by set procedures or sequences. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

Sensory Requirements: Tasks require visual and auditory perception and discrimination as well as oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive computer

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screen exposure.

The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Russell Ferlita, Ph.D., P.E.

Director of Utilities/City Engineer

7/27/2022

Date