

**City of Dunedin, Florida**  
Class Description

**JOB TITLE: Utility Billing Technician**  
Utility Billing Department

**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. Work involves processing utility payments and applications for service and responding to customer utility billing questions and complaints. Knowledge of utility operations and the ability to effectively respond and resolve concerns of utility customers is essential. 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 facilitate various functions in the office and in the field.

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Processes monthly nonpayment service disconnections and reconnections.

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, scanning and filing documents.

Performs computer data entry to record and retrieve information.

Assists with special projects as needed.

**ADDITIONAL JOB FUNCTIONS**

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

Orders office supplies, receives deliveries, runs errands, faxes or e-mails 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.

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.

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**PERFORMANCE INDICATORS**

**Knowledge of Job:** Has a working knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Utility Billing Technician. Has some specialized knowledge of clerical, bookkeeping, data entry, and computer operation procedures; has excellent interpersonal skills. Is skilled in applying attention to detail as necessary in account maintenance and customer service. 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. Must be able to multi-task and efficiently handle both in-person and phone inquiries and requests for service.

**PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to compile, assemble, copy, scan 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 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

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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.

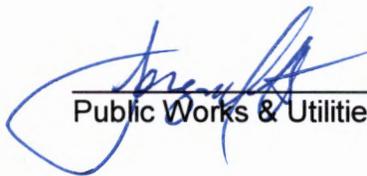
**ADA COMPLIANCE**

**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 VDT 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.*



Public Works & Utilities Director/City Engineer

10/18/16  
Date