

CITY OF HELENA



Position Title: Utility Accounting Tech

Department: Administrative Services

Grade: 132

FLSA: Non-Exempt

DEFINITION

Under direction, perform a variety of highly technical accounting duties. Performs accounts receivable functions. This is a centralized City function, which serves, supports and enables other City operations, and regularly works with outside agencies and the general public.

Assistance is provided to supervisors and other departments and divisions.

SUPERVISION RECEIVED

Receives direct supervision and reports to the Utility Customer Services Supervisor.

SUPERVISION EXERCISED

Employees exercise technical and functional supervision to other City personnel as needed for duties and projects. There is a wide variation of duties that the employee is required to exercise and perform. Some duties require giving and taking instruction, and coordinating with other departments or individuals.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

The important and essential duties noted below reflect the full scope of duties within the Utility Customer Services (UCS) Division which need to be performed on a timely and accurate basis. Operations within this Division are somewhat unique because duties are not segregated. Each employee must be trained and become functional in all aspects of the highly complex, specialized and computerized utility billing and database systems.

Collect and record revenues of a significant dollar amount. Reconcile, receipt, post, and deposit utility payments from customers, staff, and the public daily.

Research and resolve payment discrepancies.

Process automatic payments by wire transmission to the bank.

Provide specific and general balance and payment information, and assistance to customers, staff and the public.

Provide support for the Accounting Division's reconciliation of the general ledger.

Provide technical support and guidance to employees in other City departments involved in the functions that are dependent upon or complimentary to a centralized accounts receivable function.

Prepare monthly bills for all customers.

Research, record, and prepare "exception" statements.

Establish, verify changes, and maintain customer accounts.

Calculate and input rate changes, route changes, charges, and credits.

Assure monthly cycle of bills is transmitted to outside vendor for printing and mailing.

Download monthly meter readings used to calculate current utility statements.

Calculate and manually enter miscellaneous accounts receivable submitted by other departments.

Upload current water utility route information for meter readers.

Important & Essential Duties cont.:

Calculate and process final statements when properties sell.

Record account transfer data.

Provide support to the Supervisor for rate changes.

Monitor all utility and miscellaneous accounts for delinquency.

Generate and mail delinquency notices.

Review and issue shut off notices to delinquent water/wastewater customers.

Coordinate service terminations with Utility Maintenance, Transfer Station or other City personnel as appropriate.

Work with delinquent customers to negotiate and maintain payment contracts; ensure appropriate fees are collected before service is reestablished.

Create and maintain delinquency roster for utility and miscellaneous accounts and distribute to appropriate department personnel.

Review, apprise, and assist City Attorney staff in the collection of delinquent accounts deemed "uncollectible".

Coordinate between City Treasurer, City Attorney, and other operating personnel for collection of payments returned from bank or e-pay vendor.

Present payment options to customers and establish each account to comply with customer requests, i.e. budget billing, automatic withdrawal, monthly payment.

Routinely review budget-billing accounts.

Provide customer service on all utility and miscellaneous accounts, in person and by phone.

Respond to specific and technical requests for information and assistance from consumers, City staff, and representatives of other organizations.

Serve as primary information source regarding billing policies, procedures, objectives, and operational functions.

Provide information where judgment, knowledge, and interpretations are utilized.

Coordinate customer services with appropriate city department personnel to ensure problems are resolved quickly and efficiently.

Handle customer complaints, maintaining a composed and courteous manner.

Coordinate final readings on sale of property with realtor, owner, Title Company, and utility maintenance and operations staff. Calculate and process final statements. Record account transfer data.

Utilize relevant information (geo code, physical address, property owner name, contractor name, meter size, commercial or single/multi family structure) acquired from the Building Department construction reports to create new utility accounts.

Coordinate with Utility Maintenance work orders, Building Department permits, and other City sources to ensure accurate charges are initiated.

Prepare and provide reports as requested.

Unlike typical technical positions, this position must learn and become highly functional in several major additional software systems including, but not limited to, the General Ledger, Receipts and Revenue, Occupational Licenses, Accounts Payable and Claims, Utility Customer Service and other customer data / accounts receivable systems.

This position provides backup for licensing, accounts payable, claims processing, and other customer service areas of the City as needed.

OTHER JOB RELATED DUTIES

Respond to inquiries and provide information/documentation for annual audit.

Performs other duties and assumes other responsibilities as assigned.

Routinely handles or is responsible for funds of a moderate to high amount through administration of departmental receipting, wire transfers, and processing of City business under the Customer Service Supervisor and/or Administrative Services Director's authority.

SAFETY RELATED DUTIES:

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Modern office practices and procedures and of standard office and computer equipment.

Principles of mathematics.

Skill to:

Perform varied and responsible fiscal and administrative duties involved in the completion of Division operations

Maintain discretion and integrity when handling information, which is sensitive to disclosure timing.

Must be able to concentrate and perform effectively under pressure. This position is frequently involved in time-consuming tasks with various time constraints. Short deadlines and unanticipated priorities may occur. Some deadlines are imposed by the city ordinances and some by other departments or the public. The supervisor is not always available for assistance or questions, so must be a self-motivator.

Requires determining sequence of operations, scheduling and layout, and choosing a course of action from alternatives.

Has significant opportunity for discretion and independent action; suggests accounting and budget entries and revisions.

Most planning performed usually covers a period of one to six months.

Researches and summarizes technical utility data, accounting and budget information.

Ability to:

Through on-the-job training, learn complex, menu driven software and learn PC based spreadsheet, and word processing software.

Maintain a favorable and cooperative work relationship with other City and County employees, officials and the public.

Provide financial information as requested in a complete, accurate, and timely manner.

Interpret and communicate policies, procedures, and ordinances governing assigned programs and functions.

Independently analyze situations and make appropriate decisions without immediate supervision.

Ability to cont.:

Recommend improvements in workflow, procedures, and use of equipment and forms.

Communicate effectively both orally and in writing.

Establish sound priorities on work assignments to assure an orderly and timely workflow within the division. Organize work to meet deadlines under pressure.

Maintain a favorable interdepartmental working climate by presenting a positive attitude.

Maintain discretion and integrity when handling confidential data. Maintain an orderly file system.

Perform multi-tasks accurately and efficiently with frequent interruption.

Perform responsible and difficult technical accounting work involving the use of independent judgment and personal initiative.

Must be bonded/insured.

Under general direction performs work of some complexity.

Work varies, requires interpretive judgment within prescribed standards and procedures.

This position frequently communicates information, dealing with wide variety of people internally and externally – requiring the ability to be tactful, patient and pleasant under stress.

Physical Demands/Work Environment

Position requires the ability to perform sedentary physical work; Lift and carry up to 10 pounds regularly and on occasion up to 50 pounds; Body movements applicable to records management and an office environment; Possession of hand/eye coordination adequate to operate a computer and calculator; and Ability to talk and hear in person, by telephone; Ability to see and read instructions, spreadsheets, reference materials, and computer reports

Work is performed in an environment where hazards are controllable. Standard office setting in one or more City office locations. Ability to deal effectively with difficult, angry customers.

Education, Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education, Experience & Training:

Requires any combination of education and experience equivalent to high school plus one to two years of business, vocational, trade school or college level course work. Equivalent experience must be in accounting, accounts receivable and/or automated accounting applications and principles.

Requires 18 months to three years of experience in a computerized office environment, including: frequent interpersonal contacts in the performance of duties; interoffice and public communications; training and experience in computer spreadsheets and word processing.

Special Requirements: Subject to criminal background check.

Updated: November, 2010

Effective Date: December, 2010