



**CITY OF MILES CITY**  
**Position Description**

Last Revised:	03/23/2017
Effective:	April, 2008

**UTILITY BILLING CLERK**

**CLASSIFICATION:** Non-Exempt

**WAGE SCALE:**

**DEPARTMENT:** Finance

**ACCOUNTABLE TO:** City Clerk & Deputy City Clerk

**SUMMARY OF WORK:** This position is responsible for operating and maintaining a computerized utility billing program, utility customers master file, list of utility accounts receivables, utility rates and classifications within the Financial and Administrative Services.

**AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:**

**General Duties:** The duties of the Utility Billing Clerk shall include, but are not limited to the following:

- Serves the public as the main receptionist for the City.
- Operates a computerized utility billing program including entering meter readings into system and payment receipts.
- Maintains Utility customer master files, adding, updating, and deleting accounts and information as necessary.
- Maintains and updates proper utility rates and classifications.
- Maintains aging list of utility accounts receivables and provides to Public Utility Director and City Clerk.
- Accurately uploads into computer system monthly meter readings (maintained by Public Utility Department).
- Enters daily receipts from utility customers.
- Assures daily receipts entered in system balance with daily receipts from utility customers.
- Generates monthly billing statements in accordance to City policies and the software program directions.
- Compiles and sends out notices, as set forth by Council Policy, to delinquent utility accounts as set forth by City policy.
- Prepares on system, utility receipts and accounts receivable for posting by City Clerk to budgetary system and assures their accuracy prior to posting.
- Checks customer master file to assure information is current and updates any changes.
- Adds new utility customer accounts and deactivates final paid utility customers account

from master file on system.

- Enters water and sewer rate changes into utility billing program in accordance with decisions establishing rates.
- Computes and assures accuracy of sewer rates for individual customers in compliance with ordinances and policies - (December, January, February and March usage).
- Prepares and updates list of 30-60-90 day aging of accounts receivable and made available to City Clerk.
- Upon request, files City documents and records in accordance to the procedures outline in the City's Management Information System related to Utility Billing.
- Retrieves filed information as requested by management.
- Balances cash drawer when necessary.
- Collects city fees, on behalf of the City Treasurer
- Makes reservations for city parks usage.
- Performs other related duties as required and other duties as assigned by the City Clerk, and state or local laws and regulations.

### **JOB REQUIREMENTS:**

**Knowledge:** This position requires knowledge of clerical duties, utility ordinances decisions and policies, water and sewer rates, utility billing program, and data input.

**Skills:** This position requires skills in the use of a PC Computer, 10-key pad, and a variety of office equipment.

**Abilities:** This position requires the ability to: communicate effectively orally and in writing; follow verbal and written instructions; read ordinary print or type; do minimal physical involvement; establish effective working relationships with fellow employees, supervisors, and the public.

### **EDUCATION AND EXPERIENCE:**

The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to:

Successful performance in the duties associated with this position requires knowledge of clerical office functions including reception and phone etiquette; strong keyboard skills and knowledge in computer word processing. Must be very able to communicate effectively, orally and in writing, establish and maintain effective relationships; and adhere to standards of confidentiality. Must be able to operate typical office machines such as computers, phone system, calculators, copiers and fax.

The above knowledge, skills and abilities are typically acquired through a combination of education and experience equal to a high school diploma plus one year of post high school education in secretarial science. Must be able to demonstrate proficiency in word processing, spelling, grammar, letter composition and basic mathematic skills and familiarity with basic principles of bookkeeping. Preference will be given for prior experience with customer billing systems and demonstrated proficiency with a PC computer.

**MINIMUM QUALIFICATIONS:** High School diploma or equivalent and two years of progressive office, bookkeeping and customer service experience.

**JOB PERFORMANCE STANDARDS:**

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties.

- Quality
- Productivity/Independence/Reliability
- Job Knowledge
- Interpersonal Relationships/Cooperation/Commitment
- Attendance
- Adherence to Policy
- Overall Performance

Approved by Human Resource Committee: March 23, 2017

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_