**POSITION DESCRIPTION**

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| **Title** | Utility Billing Coordinator | **Type** | Hourly |
| **Department** | Administration | **Union** | Non-Union |
| **Date** | January 25, 2023 | **Location** | 25 |

# WORK OBJECTIVE

This is highly responsible financial work including billing, data collection, rate auditing, training, reporting, and record keeping.  Incumbents are responsible for reviewing and processing of complex records, troubleshooting, advising and resolving billing discrepancies and questions from residents, municipalities and internal departments with varying bill rate categories.  Coordinates adjustments and auditing of financial records while adhering to retention and contract terms and ensures accounts comply with federal, state, and local laws, and rules.  Tracks and monitors revenue for water, sewer and solid waste. Analyzes residential, commercial, industrial, wholesale water, sewer records, and solid waste and resolves system issues in collaboration with the maintenance division. Reports and maintains data in software programs and complex databases to ensure accurate billing of water, sewer and solid waste.  Develops billing procedures or techniques to meet the specialized needs of the department.  This position requires considerable independent judgment and initiative.  Work is performed under the general supervision of a Deputy Borough Manager or designee.

# EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES

# The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

1. Maintains billing and rate records associated with internal and external customer accounts;
2. Serves as a liaison for residents, municipal governments and property owners with existing contractual billing agreements;
3. Works directly with property owners, municipal governments and department staff to understand and apply rates, charges, policies, and procedures in order to provide consistent and accurate billing;
4. Provides customer service and training, coaching, and guidance to internal and external customers;
5. Processes residential, municipal account changes, rate changes, and quarterly billing;
6. Researches and collects information on operational and administrative problems, analyzes findings, and makes reports to supervisor;
7. Exercises independent judgement and problem solving in regard to billing inaccuracies, escalation resolutions, collections, and technical challenges;
8. Utilizes software programs and complex databases to extract data, analyze, and report billing information in order to solve a wide variety of billing and customer problems;
9. Processes customer change orders, installations and adjustments requests;
10. Monitors and maintains utility usage records and related statistics to ensure accurate billing;
11. Audits accounts, and invoices for mathematical correctness and legal compliance, examines and verifies all revenues and reconciles book balances with bank balances;
12. May perform data processing related duties including using available statistical packages which may include Oracle or other relational data bases or programs, encoding data, data entry and retrieval, and routine computer terminal operations and programming/reprogramming;
13. Researches and conducts specialized studies and makes recommendations to immediate supervisor or department management;
14. Extracts reports and schedules and monitors the flow of financial data through various modules of the financial accounting system for internal controls and data integrity;
15. Develops, coordinates, and implements work standards, methods, improvements, assessment, testing, and evaluation of related processes, procedures, and practices;
16. Performs other related job duties as assigned.

# REQUIRED MINIMUM QUALIFICATIONS, CERTIFICATIONS AND ABILITIES

1. Any combination of training, education, or experience equivalent to graduation from an accredited college or university with an associate’s degree in accounting, finance, or a related field. Extensive (3+ years) professional-level experience in budget preparation, statistical analysis, accounting, auditing, or a closely related financial/fiscal activity.
2. Possess a valid Driver’s License or the ability to obtain within one (1) year of hire date.
3. Must establish residence within 25 miles of the Borough within one (1) year of hire date.

**In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.**

**PREFERRED QUALIFICATIONS**

1. Associate’s degree.
2. Previous experience in utility billing.

# KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of generally accepted accounting principles and procedures;
2. Knowledge of the laws, rules, and regulations controlling fiscal record keeping for government agencies;
3. Knowledge of auditing methods, practices, and procedures;
4. Knowledge of modern office practices, procedures, and equipment;
5. Knowledge of data processing, principles, procedures, and equipment;
6. Ability to prepare complete accounting reports and statements of moderate complexity;
7. Ability to meet deadlines and work under pressure and under a heavy workload;
8. Ability to analyze transactions, identify errors, and make adjusting journal entries when necessary;
9. Ability to interpret oral and written instructions;
10. Ability to analyze complex batch/online reports, online screens, and file dumps.

# PHYSICAL DEMANDS

1. Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 50 pounds). Will involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking.

# WORK SCHEDULE AND ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; observe and interpret situations; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; and interact with officials and the public
2. While performing the duties of this job, the employee on a daily basis will be working indoors for varied periods of time up to and including an entire work period.
3. Will be required to work nights and weekends as needed.
4. The employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions and equipment vibrations.
5. There is the potential for exposure to fumes, exhaust, airborne particles, toxic and/or caustic chemicals while performing certain job functions.
6. The potential for the risk of electrical shock may also be evident.
7. The noise level in the work environment is normally quiet to loud depending on location.
8. This is a drug free work environment. Drug and alcohol testing is administered in accordance with the Borough of East Stroudsburg Personnel Manual.
9. Normal workweek is a minimum of 40 hours, Monday through Friday, 8:00 A.M. to 5:00 P.M.
10. Attendance of Borough Council Meetings and numerous other meetings maybe required; these will include early morning hours and late nights.

# SELECTION GUIDELINES:

Borough application required; rating of education, certifications, and experience; oral interview, job- related tests.

# PROBATIONARY PERIOD:

Employees must complete twelve (12) months of probation at a satisfactory level prior to gaining permanent status.

# PRE-EMPLOYMENT CONDITIONS

1. Prior to employment, an applicant selected for this position must satisfactorily complete a drug and/or alcohol screening test and physical examination to determine if an applicant is physically capable of meeting the essential functions of the job.
2. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation (including fingerprints) and credit check is required. Employee must be bondable at a regular rate and must be able to obtain security clearance to National Crime Information Center (NCIC).

The job description does not constitute an employment agreement between East Stroudsburg Borough and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

East Stroudsburg Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, East Stroudsburg Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**This job description is not intended to be all-inclusive. An employee may also perform other reasonable related business duties as assigned by Borough Council or the Borough Manager. This position is an at-will Exempt Management position. The position is salaried and no additional compensation is authorized for overtime.**

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

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Name (print) Supervisor’s Name (print)

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Employee Signature Supervisor’s Signature

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Date Date