



JOB DESCRIPTION

Position	Utility Billing Clerk	Department	General Government – City Hall
FLSA Status	Non-Exempt	Status	Full-Time
Reports To	Finance Director / Treasurer	Bargaining Unit	None
Last Updated / Reviewed	April 4, 2016	Date Approved by Council	

PURPOSE OF POSITION:

To perform a variety of utility billing services for the City of Milton and assist with accounts payable, accounts receivable, and other accounting related functions.

POSITION ACCOUNTABILITY:

The Utility Billing Clerk works under the direction of the Finance Director / Treasurer. General day-to-day supervision, administrative direction, and performance evaluation shall be received from the Finance Director / Treasurer.

MAJOR DUTIES AND RESPONSIBILITIES:

The primary responsibilities of this position include, but are not limited to the following.

FINANCE / TREASURER DIVISION

1. Utility Billing

a. Billing:

- i. Coordinate with Water Operator the read date and set up the handheld readers. Import the bi-monthly reads for utility accounts after Operators complete reading process.
- ii. Calculate customer bills, print bills, and mail bills on the 15th of every other month.
- iii. Calculate and update customer accounts for penalties on the day after payments are due.
- iv. Send out disconnection notices for customer accounts that are past due.
- v. Review customer accounts that are past due three billing cycles (6 months) and print door hangers notifying customer of past due amount and shut-off date. Coordinate with water operators for the delivery of door hangers and the shut off of water for nonpayment, if necessary. Bill for reconnection of water service fee.
- vi. Create final bill requests for Water Operators to read meters. Calculate and print a final bill after receipt of the meter read. Create new customer account.
- vii. Coordinate all manually billed lab hours.
- viii. Annually send notices to customers and co-signers regarding delinquencies going to tax roll.
- ix. Apply penalties and adjust utility bills for the tax roll.

b. Collections:

- i. Enter payments daily into cash receipting from the drop box, mail, walk-in, and tax refund intercept program.
- ii. Set up utility accounts for direct pay and check the Office of Foreign Assets Control – Specially Designated Nationals and Blocked Persons List.

- iii. Create ACH file and upload the file to the bank for customers with direct pay every other month. Apply payment to customer accounts on the due date.
 - iv. Review customer accounts twice per month and send out tax refund intercept letters if needed to customers that accounts are closed and have an outstanding balance. If a payment is not received within 10 days, submit the balance due to the tax refund intercept program (Wisconsin Department of Revenue).
 - v. Monitor payment arrangements. If customers do not make agreed upon payments, begin the water shut-off process.
 - vi. Process bank returned checks. Send NSF letters, reverse payment, and make necessary adjustments to customer accounts.
 - vii. If customer does not make a payment on the final balance, send tax refund intercept notice.
 - viii. If final bill is still not paid, after 10 days of notice, submit balance to the tax refund intercept program.
 - c. Customer Maintenance:
 - i. Set up new customers for meters that have been installed due to new construction.
 - ii. Upon notification from the Water Operators, update the accounting software for all meter changes.
 - iii. Change name and mailing addresses per customer requests.
 - iv. Issue outside water meters to utility customers.
 - v. Upon return of outside meters, calculate and apply adjustment to customers' accounts for any additional rental fees and refund of security deposit.
 - vi. Send postcards to customers with potential leaks.
 - vii. Review customer requests for a leak credit, calculate credit, and apply adjustment to customer's account.
 - viii. Update customer accounts for temporary connection and disconnection of water meters.
 - ix. Enter driver's license or social security numbers into customer maintenance.
 - d. Reporting:
 - i. Daily balance cash receipts to cash receipt report for utility billing.
 - ii. Complete cycle update reports.
 - iii. Complete monthly reports.
 - iv. Create an aging report showing credit balances. Process refunds to customers for overpayments.
 - e. Cross Connection Control Program
 - i. Assist in scheduling Meter Change and Cross Connection Inspection appointments for residential customers.
 - ii. Create door hanger water shut off notices for customers that have not made appointments for Meter Changes and Cross Connection Inspections after being notified and give to the Water Operators for distribution.
 - iii. Serve as backup for the Accounting Clerk for the Cross Connection Control Program.
 - iv. Enter backflow and test result from cross connection into backflow module.
 - f. Mass Unit Manager (M.U.M.)
 - i. Enter meter, curb stop, hydrant, and sewer information into the M.U.M. module.
2. Accounts Payable (Joint Fire Department)
- a. Enter invoices into the Accounts Payable system for the Joint Fire Department.
 - b. Balance invoice register with the invoices.
 - c. Provide total of invoices to the City Hall Administrative Assistant for check printing.
 - d. Mail checks.
3. Accounts Receivable

- a. Generate invoices for Department of Public Works, Police Department, and City Administration offices under the direction of the Finance Director / Treasurer. Contact appropriate departments if additional information is needed.
- b. At month end, compute penalties and interest.
- c. Print and mail monthly accounts receivable statements.
- d. Review accounts quarterly and if needed send information to the Tax Refund Intercept Program or a designated collection agency for collection under the direction of the Finance Director / Treasurer.
- a. Send bills for delinquent personal property.

CLERK DIVISION

1. Receive and receipt Park Rental Applications, Direct Sellers, Operator, Liquor, Business, and Cigarette License applications and forward to the City Clerk / Deputy Treasurer or his/her designee to process.
2. Provide detailed support and assistance with election process by registering new voters, assisting with absentee voter applications and ballot mailing, and other duties as assigned by the City Clerk / Deputy Treasurer.
3. Assist at elections as directed by the City Clerk / Deputy Treasurer.
4. Assist with updating the dog/cat licenses, including maintaining reports and creating the spreadsheet and voucher for dog licenses to Rock County.

GENERAL:

1. Complete Tax Status Reports and send finals to title companies after being reviewed by the Finance Director / Treasurer, Accounting Clerk, Administrative Assistant (Public Works/City Hall), or Administrative Assistant (City Hall).
2. Respond to public inquiries either by phone, in person, or in writing and assist in providing information on the utilities and general city business including, but not limited to, property taxes, assessments, legal descriptions, city records, ordinances, park rental information, and general city services.
3. Receipt animal licenses, utility payments, and any other Accounts Receivable for the City.
4. Provide office support including but not limited to copying, filing, typing, assistance at the front counter and answering phones.
5. Maintain office files as required for easy retrieval of a variety of records.
6. Regularly update the new resident spreadsheet.
7. Serve as the point of contact at City Hall for ordering office supplies.

EDUCATION, EXPERIENCE AND QUALIFICATIONS

1. High school diploma required; Associates degree in Accounting, Administrative Support Professional, Business Management, or other closely related field preferred.
2. Technical training in use of computers, word processing, and bookkeeping desired.
3. Skill in operation of computers and general office computer software (Microsoft Excel, Word, etc.), 10-key calculator, fax, telephone, cash register, copier, and other office equipment as may be required.
4. Ability to manage and handle cash and check payments in an accurate manner; ability to use cash register.
5. Knowledge of office practices, including filing and record keeping.
6. Ability to use sound judgment when screening and referring inquiries by phone or in person.
7. Ability to effectively and efficiently schedule and organize work.
8. Occasional minimal evening and weekend work required depending on time of year and priorities of the department.
9. General understanding of municipal government practices and utility billing is desired.
10. Ability to interact well with others, including co-workers and customers, is necessary.
11. Ability to work efficiently in a governmental office that is fast paced and where projects and priorities change often and quickly.

12. Ability to communicate effectively with customers and co-workers in person, by phone, and in writing.
13. Ability to commit to a teamwork environment, work efficiently in an office setting, and prioritize tasks consistent with daily requirements of the office.
14. Ability to establish and maintain effective working relationships with employees, other departments, officials, and the public.
15. Ability to perform duties with considerable independent judgment and initiative under limited supervision.

SPECIAL REQUIREMENTS

1. Must have valid Wisconsin Driver's License, or ability to obtain one.
2. Must obtain notary public certification within six (6) months of employment.

PHYSICAL DEMANDS

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit for long periods of time, and talk or hear; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to work long hours, beginning in the morning and continuing into the evening. The employee is occasionally required to walk. The employee must have the ability to communicate in writing, on the phone, and by other electronic means.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described herein 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. The noise level in the work environment is usually moderate.
2. The work is predominantly performed in an office setting.
3. Occasionally loud noises may be experienced at construction sites.

The specific statements shown in each section of this description are not intended to be all-inclusive. This represents typical elements and criteria necessary to successfully perform the job.