

JOB DESCRIPTION

Position Title: Billing Clerk Cashier Receptionist

Department: Billing

Supervisor: Billing Supervisor/Collections Specialist

FLSA Status: Non-Exempt
Bargaining Unit/N/A
Work Classification: Office
Rate: Negotiated

JOB SUMMARY:

The Billing Clerk Cashier Receptionist is the primary contact for the District. This individual must exhibit superior internal and external customer relations. Multi-tasking is a frequent requirement of this position. This position has primary responsibility for accurate billing and receipting of PUD (District) customers electrical bills.

JOB DUTIES AND RESPONSIBILITIES:

Greet and assist customers at front desk and answer phones

Check emails, phone messages and respond

Sort & distribute mail

Review, verify and check accuracy of meter readings, utility bills, and cash receipts

Receive payments from customers; respond to inquiries and direct customers to appropriate department or party as appropriate

Process and apply payments to customer accounts

Process bank deposits and take to the bank

Manage cash drawer; balance and maintain appropriate change

Manage petty cash; record receipts, balance & maintain appropriate change

Batch & apply electronic payments & meter readings (Click2Pay) to customer accounts

Check for email notifications of electronic payments (IPP) batch & apply to customer accounts

Receipt payments of new services and miscellaneous purchases (i.e. junk poles, conference room rental, production meters) Batch and apply to correct work orders and accounting codes

Process utility billing for cycle 1 customers; generate billings; check, edit and verify billing register (pre-bill); update notebooks and other record systems for each cycle; compile, input and analyze data for billing activities; implement account adjustments as appropriate

Communicate with the Billing Clerk/Collections Specialist and Manager of the Accounting/Finance Department regarding customer requests; installation of new meters; disconnection of services; checks of meter accuracy; investigation of customer service problems; work with personnel from other departments to address customer issues; record and follow-up on customer service requests to verify resolution.

Work with customers to set up new accounts; enter, revise, end, transfer and maintain accounts; prepare billing statements to be distributed to customers; explain District policies and procedures related to billing procedures; receive and verify data about customer and accounts

Submit delinquent customer accounts to collection agency as directed by the Billing Clerk/Collections Specialist

Correspond with collection agency regarding customer payments & notices of bankruptcy

Maintain filing system for utility accounts.

Maintains computer databases and hard copy files

Provides general information in person and on the phone answering questions regarding billing

Searches databases, records, and files to retrieve information

Generates summary reports and prepares mailings

Schedule & maintain art displays within the office

Schedule & process payment for rental of conference room (Bldg B)

Update customer addresses via notifications from customers, returned mail, Ruralite Magazine and Kittitas County

Perform work requiring sound independent judgment

Contributes to a positive work environment and promotes positive public relations

Performs other duties as required and assigned.

MINIMUM QUALIFICATIONS:

High school diploma or GED plus one year of clerical experience, preferably in financial record keeping, or any equivalent combination of education and experience.

Skills, knowledge and abilities:

1. Knowledge of general principles, methods, techniques and practices of automated billing.
2. Knowledge of material and equipment used in billing, including personal computers, 10-key adding machines, automated financial systems, word processing, spreadsheet, electronic mail, and database applications.
3. Knowledge of standard office equipment.
4. Knowledge of cash drawer and change making required.
5. Skill in maintaining computer databases and hard copy files.
6. Skill in preparing, reviewing, verifying, and entering routine billing transactions into a computer system.
7. Skill in researching and tracking billing transactions and information.
8. Skill in performing mathematical computations, including addition, subtraction, multiplication, division and calculating percentages.
9. Skill in maintaining a high level of customer service under stressful conditions.
10. Skill in communicating effectively verbally and in writing.
11. Skill in establishing and maintaining effective working relationships with fellow employees, other agencies, elected officials, and the public.
12. Ability to multi-task with numerous and frequent interruptions.
13. Must possess a good driving record

PHYSICAL REQUIREMENTS:

Physical requirements of this job include being able to sit, stand, reach, demonstrate manual dexterity, twist, talk, hear, and see. The employee is occasionally required to stoop, kneel, crouch, walk, grasp, perform light lifting, and frequent walking.

Most also pass post-offer drug testing, criminal background and credit history checks and other appropriate testing and requirements.

PERIOD OF PROBATION

The person appointed this position shall be under a period of probation for 9 months.