



Senior Billing Representative

Water System-Billing

WSB/2-260

JOB SUMMARY

This position is responsible for utility billings, financial transactions and analytical functions related to Water System billing operations.

MAJOR DUTIES

1. Downloads electronic payments; analyzes payment postings, corrects errors and reverse payments applied to incorrect utility bills.
2. Posts water, sewer and storm water penalties.
3. Exports and imports data from computer hand held and computer reading equipment.
4. Maintains multiple billing files through meter change outs.
5. Creates and processes service orders for malfunctioning meters.
6. Creates billing, penalty, and reading calendars.
7. Generates, maintains, and posts water storm water billings and financial journal entries to the general ledger.
8. Prints water, sewer, and storm water bills for active and final services.
9. Creates scans and maintains electronic billing and bank documents.
10. Creates and maintains excel spreadsheets on deposit postings and usage reports.
11. Processes credit refunds.
12. Processes payment redistribution.
13. Contacts customer regarding billed usage issues, metering issues, payment concerns and draft returns.
14. Types and mails correspondence letters for metering issues, billed usage issues, payment concerns, and draft returns.
15. Enters adjustments to customer accounts.
16. Enters customer's checking or savings account information for bank drafts.
17. Updates accounts on drafts due to bank mergers.
18. Prepares monthly activity reports.
19. Exports data from hand held meter reading devices and mobile interrogator.
20. Orders re-reads on water meters.
21. Performs the duties of the Billing Operations Supervisor in his or her absence.
22. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting and billing operations.
2. Knowledge of Water System operations, policies, and procedures.
3. Knowledge of county policies and procedures.
4. Knowledge of modern office practices and procedures.
5. Knowledge of department billing system.
6. Knowledge of computers and job related software programs.
7. Skill in oral and written communication.
8. Skill in planning and meeting deadlines.

SUPERVISORY CONTROLS

The Water Billing Operations Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include department standard operating procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of billing and financial related duties. The volume of work to be completed and the need for accuracy contributes to the complexity of the position.
- The purpose of this position is to participate in the Water System's billing operations. Success in this position contributes to the efficiency of Water System operations.

CONTACTS

- Contacts are typically with co-workers, bank representatives, postal employees, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Billing Operations Representative (3) in the absence of the supervisor.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.