



## CITY OF HALLETTSVILLE

**POSITION:** Utility Billing Specialist Position 1  
**DIVISION:** City Hall  
**EMPLOYEE TYPE:** Full-Time Hourly Non-Exempt  
**PAY:** \$16.76/HR

### GENERAL PURPOSE

This position performs routine and complex clerical and administrative work including, but not limited to: utility billing, collections, customer assistance, new and disconnect customers, service orders, meter reading process, adjustments, rate codes, assist garbage customers, assist with municipal court, building permits, rentals, and customer service.

### ACCOUNTABILITY

Under the supervision of the Director of Administrative Services.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for all daily collection processing through the window, night slots, phone, on-line payments, ACH payments, posting to the respective accounts including the maintenance of all assistance payments. (Lamb, Churches, Community Action Committee). Maintenance of the two (2) night slots receipts and distribution.
- Responsible for setting up and maintaining procedures for utility assistance, including customer applications, histories, awards, allocations and amounts due, and maintaining CAC spreadsheet along with posting the payments.
- Responsible for processing second billing of all city utility services, including the process of all ACH files from first billing. Entering and processing Book 15, Zero consumption, re-reads, electric reading, review and process the final readings before billing.
- Responsible for processing first billing of all city utility services, and entering and processing abnormal consumption and billing changes.
- Responsible for the acceptance, process and distribution of the daily city's mail, and all and any other deliveries including following up on returned mail.
- Responsible for the balancing and making daily deposit, including end of day reports and processing deposit in the local bank.
- Responsible for maintaining all customer utility accounts, process and procedure in the reference City's Nonpayment Cut Off Policy including the process of taking the payments, keeping up with penalty register 11<sup>th</sup>-17<sup>th</sup> of the month, completing the applicable service orders, and contacting Public Works.
- Responsible for reconciling the Past Due/Cut Off List and completing the Cut Off Packet each month. Responsible for reconciling the Penalty Register on cut off day.
- Responsible for meter reading process steps, loading routes, importing files and retrieving readings.
- Responsible for creating new customer accounts, packets along with new service locations, processing water service agreements, setting up ACH, email, statement, and special needs customers including the process of collection of Deposits.
- Responsible for setting up and creating ETJ and fire hydrant customers.



## CITY OF HALLETTSVILLE

- Assist with customers regarding billing related questions, returned checks, balance due, and running billing histories.
- Responsible for issuing and following up on service orders regarding new and disconnect of service, meter problems, readings, street light outage and all other such customer complaints, and communicating with the city department responsible for each area of response.
- Responsible for transferring of consumer deposit from one account to another or issuing refund upon customer request.
- Responsible for mis-read electric and water meters, adjust billing when meter has been read in error, issue monthly adjustment before each billing period, along with other annual budget item adjustments to several utility accounts.
- Responsible for Sewer adjustment process.
- Responsible for Distributed Generation processes.
- Responsible for updating all rate codes according to City of Hallettsville Ordinances, electric, water, sewer, garbage, recycling rate codes, along with fee codes for electric, water and sewer connections.
- Responsible for maintaining monthly and annual statistical data on utilities.
- Responsible for processing past due report to City Administrator for the annual Write-Off process.
- Prepare annual EIA, electric report.
- Responsible for processing new City Code with legal publishing and distribution of that code.
- Responsible for daily/weekly backup and process of the city's computer/server.
- Responsible for the preparation and process for City's Annual Financial Audit as it pertains to this position.
- Responsible for maintaining rentals at City's public venues; Youth Center, Pavilions, etc., including applications, deposits, and keys.
- Responsible for the billing of the City's Airport Hangars.
- Responsible for running the aging report on the last day of the month.
- Responsible for monthly Accounts Receivable billing, collection process, and maintenance.
- Responsible for Miscellaneous billing, collection process, and maintenance.
- Responsible for posting and emailing closing notices, at City Hall and to the Newspaper & Radio Station as needed.
- Responsible for the weekly retention of City related newspaper articles.
- Responsible for answering the phone, checking night slots, putting phone line on/off, opening and closing front lobby, checking utility, accounts payable, court and other miscellaneous daily deposits, taking deposits to bank, processing annual water quality report mail outs.
- Assist in other miscellaneous duties such as opening/closing of vault, turning on/off postage meter, emptying garbage containers, cleaning AC Units upstairs, preparing, filing, and scanning and retention to annual files.
- Assists in routine and complex clerical and administrative duties necessary for the efficient operation of the City of Hallettsville Administration Department, including but not limited to: building permits, accounts payable, court payments, etc.
- Responsible for backup for all garbage customers with carts, dumpsters and recycling, getting them ordered, discontinued, replaced, along with complaints. Also emailing weekly changes to TDS. Responsible for viewing the TDS monthly bill. Along with setting up the Spring & Fall



## **CITY OF HALLETTSVILLE**

Clean-Up. Coordinate with TDS for delivery of roll-offs for events: Hallettsville Jr Livestock (Jan), Relay for Life (May), Kolache Fest (Sept).

### **MATERIALS AND EQUIPMENT USED**

General office operations with familiarity of Microsoft Office Software, office machines, such as calculators, copier, scanner, fax machine, computer, credit card machines and audio/visual equipment. Understand, operate, and navigate the internet and computer software.

### **SPECIAL REQUIREMENTS AND WORKING CONDITIONS**

- Occasional call out time to check night slot payments on weekends falling on the 10<sup>th</sup> of the month.
- Regular, reliable and punctual attendance.
- Convey a positive professional image through action, communication, and appearance, treat all employees, citizens and public with respect and courtesy.
- Team player with co-workers in immediate area as well as organization as a whole.
- Available to adjust work schedule if allowed.
- Travel to attend any required trainings.

### **PHYSICAL DEMANDS**

The physical demands described here 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, stand, walk, speak and hear. The employee is occasionally required to use hands to handle or operate objects, tools and/or controls, and reach with hands and arms.

The employee must occasionally lift and/or move 20-40 pounds, climb stairs, bend, squat, or sit for an extended period of time. Specific vision abilities required for this job include close vision and the ability to adjust focus.

### **REQUIRED QUALIFICATIONS**

- High school Diploma/GED equivalent required.
- Two (2) years of responsible administrative and utility experience preferably in the utility process procedures, or any equivalent combination of education, training and experience that demonstrates the ability to perform duties of this position.
- Ability to perform cashier's duties accurately.
- Knowledge of data collection practices and software, intermediate knowledge of computers and electronic data processing, modern office equipment, practices, and procedures, Microsoft Office software (Word, Excel, and Outlook), and the internet.
- Ability to perform duties accurately, ability to effectively meet and deal with the public, ability to communicate effectively verbally and in writing, ability to handle difficult/stressful situations



## CITY OF HALLETTSVILLE

in a professional manner and to work in a multi-task environment efficiently, and apply knowledge of procedure to fulfill essential job duties.

- Ability to establish and maintain effective working relations with customers, employees, supervisors, and the general public. Ability to effectively meet, deal, communicates with the public verbally and in writing.
- Ability to organize, prioritize and carry out office work with minimal supervision.
- Ability to keep updated on all new and updated laws, ordinances and policies of the city's operation pertaining to the duties of this position.

### DESIRED QUALIFICATIONS

Experience in Utility Billing and Collections  
Knowledge of Incode 10 Software

### CLOSING STATEMENT

This job description is not, nor is it intended to be, a complete statement of all duties, functions and responsibilities which comprise this position.

Selected applicants must be able to pass a background investigation, pre-employment physical, and drug screen. Any position that lists a minimum qualification for education level and/or license/certification will require the applicant to provide proof of documentation if selected for hire into the position with the City. The City of Hallettsville is an Equal Opportunity Employer.

Revised:03/03/2023

*Print Name:* \_\_\_\_\_

*Signature:* \_\_\_\_\_

*Date:* \_\_\_\_\_