



UTILITY BILLING SPECIALIST

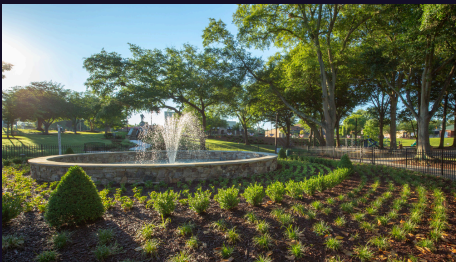
General Statement of Duties: Performs responsible clerical and fiscal work in support of the utility customer service and accounts function within the Finance Department.

DISTINGUISHING FEATURES

An employee in this class performs a variety of customer service, collection and clerical duties for the utility accounts function within the Finance Department. Work includes serving as the initial source of citizen contact for utility accounts, collecting and posting payments, establishing and terminating customer accounts, scheduling meter reading and utility field service; providing information about City services, researching and providing information on customer accounts, bills, and usage; making adjustments as warranted; assuring feedback given in a timely and professional manner; and assisting with the billing process. Work involves heavy public contact and coordination with field and other department staff. Significant tact and diplomacy in working with customers are required in the work. Work includes contacts in person and by telephone and follows established policies and procedures. Unusual or difficult situations are referred to higher levels. Work is performed under regular supervision and is evaluated through observation, review of records and reports, and feedback from customers served.

DESIRED EDUCATION AND EXPERIENCE

Graduation from high school and experience in accounting clerical and customer service work; or an equivalent combination of education and experience.





ESSENTIAL DUTIES AND TASKS

Assists utility customers by phone and in person with information in accordance with departmental policies; answers questions and addresses complaints from citizens on service issues; researches problems and gives customer information based on the type of request; addresses questions about accounts, billing and balances, due dates, and detecting water leaks. Establishes and maintains customer accounts; enrolls new utility customers; accepts deposits for new accounts; processes applications for new service, transfer applications, and name changes; enters and verifies changes of service; closes out accounts.

Collects and processes revenue from utility customers; receives payments for utility bills including electronic payments, money orders, and debit/credit card payments.

Processes, records, and accounts for utility revenues received daily; enters computerized data on utility accounts; posts payments; makes adjustments to bills if warranted.

Processes drop box and mail payments; imports telephone and on-line files; processes bank drafts; researches and corrects drop box errors.

May import meter readings into software system; reviews utility readings and identifies continuous flow issues, potential mis-reads, and other possible problems; determines which meters require re-reading; makes adjustments to re-reads.

Creates work orders in the software system for public works field staff; requests re-reads for errors and possible leaks; follows up to check on completion of work orders.

Performs delinquent account debt collection using letters, phone calls, and debt setoff program.

May assist with billing activities such as assessing late fees, preparing cutoff list, processing returned checks and bank drafts, processing refund money for accounts, and contacting customer regarding debt on accounts.

Handles a variety of customer problems and complaints and follows established procedures for handling and resolving.





KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of the City's utility customer service policies, procedures, and processes in handling customer services issues and concerns.

Considerable knowledge of basic mathematical computations, grammar, and vocabulary.

Working knowledge of standard operating practices involved in modern office operation, cash receipting, automated balancing techniques and procedures, and equipment.

Working knowledge of the utility software application and ability to operate the hardware and software to produce accurate and timely account information, reports, and statements.

Working knowledge and understanding of the various utility and water rates and schedules.

Skill in collaborative conflict resolution and customer contact.

Attention to detail and ability to multitask and work with high volume of activities.

Ability to handle cash and process financial transactions and records accurately.

Ability to make minor administrative decisions in accordance with established rules, regulations, policies, and procedures.

Ability to process and complete necessary records, reports, and other paperwork to provide quick and efficient customer service.

Ability to deal effectively with the public in a tactful and effective manner in routine and stressful situations, to effectively resolve conflicts,

Ability to develop and maintain effective working relationships with customers, employees, and the general public.

Ability to operate a calculator, computer terminal, and related office equipment with speed and accuracy.

Ability to communicate effectively in oral and written forms.

Ability to work with information requiring attention to detail and accuracy in data entry.

Ability to work in a busy office environment with frequent interruptions.





PHYSICAL REQUIREMENTS

Must be able to physically perform the basic life operational functions of lifting, grasping, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, operate a computer terminal, and do extensive reading.

ADDITIONAL REQUIREMENT

Performs related duties as required.

BENEFITS

Medical, Dental, Vision, Life, Retirement, 401K, Employee Assistance Program, Sick Leave, Vacation, Holidays, Wellness Program

HOW TO APPLY

Interested individuals are encouraged to apply online using the link below:

<https://www.cityofbelmont.org/jobs>

Pre-employment drug screening is required. Position is open until filled. Equal Opportunity Employer.

If you have questions, contact the Human Resources Director, Hannah Rayburn, at hrayburn@cityofbelmont.org.





CITY INFORMATION

1401 E. Catawba St, Belmont, NC 28012

Established: 1895

Population: 15,010

Number of Full Time Employees: 185

CITY COUNCIL MEMBERS

Mayor: Richard Turner

Mayor Pro Tem: Jim Hefferan

Councilman: Charlie Hill

Councilwoman: Kathryn Lewis

Councilman: Jason Rumpfelt

Councilman: Alex Szucs

MISSION STATEMENT

City of Belmont provides visionary leadership and high-quality city services to create a community of choice for our residents, visitors, and employees.

WHO ARE WE?

Trace Belmont's historic roots and you'll find a distinguished textile and railroad hub that was home to the North Carolina textile industry's entrepreneurial legends. Mill-era charisma and upstanding community character pulse through Belmont today. Generation after generation has nurtured this bold spirit and creative spark to make way for a thriving historic downtown brimming with passionate local merchants and a burgeoning outdoor recreation scene. This vitality empowers Belmont citizens, entrepreneurs, and community leaders to continue advancing the city toward an ever vibrant and exciting future.

DOWNTOWN CULINARY & BUSINESS SCENE

1. Belmont's historic and hip downtown invites you to explore the restored turn-of-the-century storefronts that are bursting with vibrant local boutiques, shops, and eateries.
2. Downtown Belmont is a highly walkable culinary hotspot with nearly 20 locally owned restaurants, cafés, cocktail bars, and craft breweries in less than a single square mile.
3. Visitors and residents experience the palpable, upbeat energy in this charismatic river city.

RECREATION

1. Belmont is a recreation refuge for a multitude of land and water activities that appeal to all ages and abilities. It's the perfect basecamp for adventure and active living in a relatively compact urban environment.
2. Belmont is for pedalers: with in-town mountain biking at Rocky Branch Park, 50 miles of single-track at the U.S. National Whitewater Center, and a healthy road cycling scene.
3. Belmont is for paddlers: with the mighty Catawba Rivers to the east and west, and Lake Wylie to the south, Belmont is a flatwater paddler's paradise. The Belmont Rowing Center and Loftin Waterfront Park maximize these resources. The nearby Whitewater Center affords access to national-class whitewater kayaking & rafting.
4. Belmont is for pedestrians: Opportunities abound for runners, hikers, and walkers of all abilities. Hike miles of trail at Rocky Branch, the Whitewater Center, and Crowder's Mountain State Park. Take the Carolina Thread Trail and soon, the Belmont Rail-Trail for a less technical journey.
5. Belmont is home to the celebrated Daniel Stowe Botanical Garden which offers the perfect setting for a scenic stroll.

COMMUNITY & LIVABILITY

1. Belmont offers the best of both worlds: access to the Charlotte job market with competitive wages in an urban career and the comfort of small-town life.
2. Belmont is easily accessible: enjoy the convenience of multi-modal transportation including Charlotte-Douglas International Airport, Interstate-85, and the future Lynx light rail.
3. We are a friendly, multi-generational community of neighbors that values diverse backgrounds and new perspectives, so bring your dreams and your big ideas.
4. Welcome to a community of thinkers and doers. Entrepreneurs, creatives, place-makers, and enthusiastic volunteers freely lend their time and talents to create a distinctive cultural landscape and work hard for the continued success of the city they love

CULTURE, ARTS, & HERITAGE

1. A culture of craftsmanship, respect for our heritage, and a deep sense of commitment to each other are the common threads that weave the community together.
2. We are proud of Belmont's rich textile and railroad history that is still visible today throughout the city's architectural landscape: historic downtown storefronts, restored and repurposed mills, and quaint mill-village neighborhoods.
3. Our community has been creating since 1895 and we celebrate this tradition of craftsmanship with unique traditions, festivals, and parades.
4. Belmont Abbey College enriches the cultural landscape of the city with multiple performances and exhibitions each year from its renowned performing and visual arts programs.
5. The Belmont community regularly gathers in downtown Stowe Park to enjoy concerts, events, and the company of neighbors.
6. Proximity to Charlotte affords Belmont locals the ability to enjoy national sporting events and world-class cultural experiences and performances.

