



Town of Danvers Position Description

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| Title: Utility Billing & Metering Specialist | Classification: Non-Union |
| Department: Business Division | Grade: 11 |
| Reports to: DPW Business Manager | FLSA Status: FLSA Exempt |
| Effective Date: June 2021 | Union Status: Non-Aligned |

GENERAL SUMMARY:

Under the general direction of the DPW Business Manager, works in accordance with established methods and procedures regarding the utility billing and metering for water, sewer, and electric. This position performs a variety of responsible duties which require considerable attention to detail, accuracy, and the exercising of good judgement in carrying out operations with limited guidance and direction. This position is responsible for ensuring that the utility operation is conducted effectively and efficiently and that billing and collection procedures are maintained on a timely basis. May be exposed to all aspects of the Business Division but may be assigned to specific functional areas determined by the DPW Business Manager.

ESSENTIAL FUNCTIONS:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Ability to understand, implement and explain complex billing and metering principles to a wide variety of customers and team members.
- Trains, mentors, and coaches new Customer Service Representatives. Serves as the back up when needed.
- Supervises and assigns work to staff in the accomplishment of utility connections and disconnections, and the accurate reading of meters according to established schedules.
- Supervises and participates in receiving customer service complaints and requests, processing customer service orders, processing credit requests, and collecting utility accounts.
- Works with metering and engineering staff to implement and resolve metering/billing issues.
- Ensures that meters are installed on accounts correctly, assists Meter Technicians and other staff with all utility reporting. Investigates and resolves all leak issues, misreads/no reads, etc.
- Ensures that the meter reading equipment is maintained and working properly and works with the AMI Data Manager and Electric Division Staff to enhance and correct problems with the programs associated with the meter reading infrastructure.
- Receives customer service complaints in regards to high bills and billing, determines facts and independently resolves issues as needed.
- Supervises the printing and mailing of utility bills according to established schedules including scheduling the sequence of printing of utility bills with data processing and resolving any production problems.
- Supervises and reviews the final pre-bill and utility billing exception reports and assures problems with bills are corrected before they are produced.
- Identifies and implements better methods for meeting service demands through streamlining and improving work methods and communicates these requirements to the public and subordinate employees.
- Performs a variety of clerical duties including answering the phone, typing, filing, and data entry.
- Participates in meetings and prepares reports as requested.
- Performs related duties as assigned or as the situation dictates.

MINIMUM QUALIFICATIONS:

- Associates Degree in Accounting, Business or related field required, Bachelor's Degree preferred and at least five years of progressively responsible experience in Public Works, customer service, utility billing and metering, or any equivalent combination of education and experience.
- Working knowledge of AMI Smart Meters and Massachusetts Department of Public Utilities rules and regulations.
- Advanced understanding of computers, including financial accounting software and Microsoft Office, is required.
- Valid driver's license.
- Must be fully committed to providing service excellence to every person who visits, works, or resides in the Town of Danvers service area by embodying the organization's five core values: inclusion, integrity, accountability, positivity, and collaboration.

KNOWLEDGE, ABILITY AND SKILL

Knowledge: Knowledge of utility operations and standards that pertain to customer service. Working knowledge of AMI Smart Meters and the Massachusetts Department of Public Utilities Rules and Regulations. Knowledge of office equipment and the operation of computer software applications.

Ability: Ability to organize time and accomplish tasks with accuracy and attention to detail. Ability to deal appropriately and tactfully with the general public. Ability to communicate effectively in a professional manner with all departments. Ability to keep accurate complex records and generate reports accordingly. Ability to perform in a fast-paced office environment.

Skills: Excellent planning, time management and organizational skills. Strong computer skills. Excellent customer service, excellent written and verbal communication skills; strong project management skills and experience in establishing policies/procedures and record keeping. Excellent attention to detail.

SUPERVISION

Received: Works under the general direction of the DPW Business Manager or their designee.

Exercised: Customer Service Representatives and Accounts Receivable staff.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Job Environment

- Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.
- Makes frequent contact with the public, department heads, and other Town employees. Contacts are in person, by phone, email and group meetings and involve an information exchange dialogue.
- Has access to employee-related confidential and/or sensitive information.
- Errors could result in delay or loss of services, and significant monetary loss and/or legal repercussions.
- May be required to work additional/extended hours from time to time.

Physical Requirements

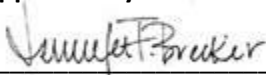
(The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Regularly required to walk, stand, sit, talk, and hear; Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally. Vision and hearing at or correctable to normal ranges.

NOTICE:

- The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.
- This job description does not constitute an employment agreement between the employer and employee, and is subject to change, as the needs of the employer and requirements of the job change. Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer.

Approved by:



Human Resources Director

06/30/2021
Date

Received by:

Employee

Date

Human Resources

Date