

CARMICHAEL WATER DISTRICT JOB DESCRIPTION

Job Class: Billing Support Series (Billing Support Trainee – Billing Support 2)
FLSA Status: Non-Exempt
Supervisor: Billing Supervisor
Effective Date: July 1, 2019

Description

Under supervision, perform skilled and technical work with regard to financial water service activities to include Accounts Receivables (e.g. cash management/collections – EFT, cash, checks, credit card, miscellaneous, permit and construction payments); administrative support, and customer service. Organize and prioritize assigned workload in order to complete assigned activities and projects.

Distinguishing Characteristics

Billing Support Trainee: This is the entry level class in the Billing Support Series. Billing Support in this class work under close supervision while learning job tasks. Distinguished from other classes within the series by the knowledge and ability to perform the full range of duties assigned.

Billing Support 1: This is the intermediate level class in the Billing Support series. Billing Support in this class are required to be fully trained in all procedures related to assigned areas of responsibility. Distinguished from other classes within the series by the knowledge and ability to perform the full range of duties assigned at an advanced and independent level and may assume responsibility of the accounts receivables and customer service functions in the absence of the Billing Specialist.

Billing Support 2: This is the journey level class in the Billing Support series. Billing Support in this class are required to be highly trained in all procedures related to assigned areas of responsibility. Distinguished from other classes within the series by the knowledge and ability to perform the full range of duties assigned at a proficient and independent level including assuming responsibility of the accounts receivables and customer service functions in the absence of the Billing Specialist.

Billing Support may be advanced provided they meet the required education, experience, and minimum qualifications for the job class as described in the Billing Support Series job description.

Supervision Received and Exercised

Billing Support Trainee: Receives immediate direction from the Billing Supervisor or District Designated Representative; and may receive technical and functional direction from other staff.

Billing Support 1: Receives immediate direction from the Billing Supervisor or District Designated Representative; and may receive technical and functional direction from journey level staff. May exercise technical and functional direction over less knowledgeable or experienced billing staff.

Billing Support 2: Receives immediate direction from the Billing Supervisor or District Designated Representative; and may receive technical and functional direction from other journey level staff. Exercises technical and functional direction over less knowledgeable or experienced billing staff.

Essential Duties and Responsibilities

The following duties are typical for this classification series. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Perform a variety of duties associated with accounts receivables.
 - Receive, reconcile, and process payments.
 - Balance daily receipts and prepare bank deposits.
 - Post payments to customer accounts.

- Coordinate, update and maintain customer EFT payment accounts and processes.
- Assist with entering new meter data.
- Enter new account data (e.g. move-ins, move-outs, changes, etc.)
- Compile and maintain comprehensive records of water accounts and property transactions.
- Respond to a variety of public inquiries and resolve issues related to water service and billing.
- Investigate disputed bills and misposted payments.
- Interpret, understand, apply, and explain billing rules, procedures, policies, codes, and ordinances.
- Assess current accounts receivable operations, offer recommendations for improvement and implement new processes.
- Perform advanced accounts receivable tasks and related revenue support work (timely and accurately) including: reconciliation, statistical records, and mathematic computations (e.g. pro-rations, fees and penalties).
- Perform a variety of duties associated with customer service and general support.
 - Greet and direct walk in traffic to appropriate person or department.
 - Communicate with customers, face to face and via telephone, to discuss and resolve problems.
 - Receive telephone, email, written and walk-in customer inquiries regarding water service, conservation and billing.
 - Research and explain District's policies, procedures, and regulations regarding water service, billing and collections to customers.
 - Investigate and respond to complaints and take necessary actions to correct situation.
 - Organize and maintain District's filing structure.
 - Provide training to other employees in the areas of accounts receivables, customer service, and reporting.
 - Coordinate resolution of issues related to water service and billing with various departments.
 - Provide back up and assistance to other Admin Services staff.
 - Provide administrative support.
 - Maintain phone administration (e.g. answering service).
 - Purchase supplies and equipment as authorized.
 - Monitor office supply levels and reorder as necessary.
- Perform a variety of duties associated with reports and correspondence.
 - Gather information and data, conduct research.
 - Collect and record program data for statistical reports.
 - Compose and prepare clear and concise reports and correspondence.
- Assume responsibility of the accounts receivables and customer service functions in the absence of the Billing Specialist.
- Attend, support and participate in training.
- Build and maintain positive working relationships with co-workers and the public using principles of good customer service.
- Comply with all District policies, procedures, rules and regulations including all safety standards, programs and procedures (e.g. Policy Manual, Rules and Regulations Manual, Emergency Response Plan, IIPP, etc.).
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Ensure all work performed is completed to District standards.

Additional Essential Duties and Responsibilities for Billing Support 2

- Assume responsibility of the accounts receivables and customer service functions in the absence of the Billing Specialist.

Qualifications

Billing Support Trainee:

Billing Support Trainee must possess knowledge and abilities identified below:

Knowledge of:

- General office procedures (e.g. telephone, filing, typing).
- Computer software programs (e.g. Microsoft Suite [Word, Excel, Outlook, and PowerPoint]).
- Correct English usage, spelling, grammar and punctuation.
- Strong written and verbal interpersonal and communication skills.
- Customer service techniques.
- Standard safety practices and programs.

Ability to:

- Work independently, demonstrating initiative and independent thinking.
- Learn and perform accounts receivables process and procedures.
- Learn principles and practices of accounting.
- Learn and perform a variety of office support assignments.
- Learn and perform advanced mathematical calculations accurately.
- Compose and prepare appropriate reports.
- Prepare and organize a variety of information.
- Understand, interpret and apply laws, rules, regulations and ordinances relating to District activities.
- Explain billing and customer service processes clearly and concisely.
- Respond to public, vendor, and co-worker requests in a timely, tactful, courteous and effective manner.
- Communicate clearly and concisely both orally and in writing with District management, co-workers, and the public in one-to-one and group settings.
- Follow both oral and written instructions.
- Perform assigned duties.
- Perform duties in a professional manner and work well with others or in a team setting.
- Effectively represent the District in a positive and professional manner at all times with the public, community groups, contractors, and other organizations.
- Establish and maintain cooperative working relationships.
- Exercise good judgment.
- Effectively manage time and workload to maximize productivity.
- Maintain regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Adhere to safe work practices.
- Skillfully operate a variety of standard office equipment (e.g. computers, copier, postage and fax machines, 10 key, etc.), telephone, electronic devices (e.g. laptop, smart phone, etc.), personal computer and proficient with software applications (e.g. email, word processing, spreadsheets, and other job-related software (e.g. CSM and Great Plains).
- Change working hours or work overtime including nights and/or weekends.

Billing Support 1:

Billing Support 1 must possess **advanced knowledge and advanced abilities** of the Billing Support Trainee in addition to those identified below:

Knowledge of:

- Principles and practices of accounts receivables (e.g. revenue and collection process and procedures).
- Principles and practices of accounting.
- Principles and practices of lead supervision.

- Conflict resolution.
- Regulatory standards and compliance requirements.
- Methods for conducting and interpreting data collection and reporting.

Ability to:

- Perform advanced mathematical calculations accurately including statistical records and computations (e.g. pro-ration, fees and penalties).
- Investigate, analyze and record accounting transactions.
- Solve problems and provide corrective action with little or no supervision.
- Effectively train less qualified personnel.
- Assume responsibility of the billing and customer service functions in the absence of the Billing Specialist.

Billing Support 2:

Billing Support 2 must possess **proficient knowledge and proficient abilities** of Billing Support 1.

Physical Requirements

The conditions herein 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 job functions.*

- Regularly work in an office environment:
 - Work at a desk/table for an extended period of time; sit and stand for an extended period of time.
 - Ability to bend (neck and waist), squat, climb, crouch, stoop, kneel, twist, grasp, fine manipulation, push, pull, reach (above and below shoulder level), balance, stand, walk.
 - Ability to reach, lift, carry and move objects up to 25 pounds (e.g. storage boxes, large binders, books, outreach materials and supplies, tables, chairs, popup shade structures, etc.).
 - Repetitive use of hands.

Environmental and Working Conditions

The environmental and working conditions herein are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Regularly work in ambient room temperatures, lighting and traditional office equipment as found in a typical office environment.
- The performance of this position may occasionally require exposure to job site, distribution and production areas where:
 - Certain areas may require the use of personal protective equipment such as hard hats, safety glasses and hearing protection.
 - May be around machinery with moving parts or stationary equipment; near hazardous chemicals; exposed to fumes/smoke/gases.

Education, Experience and Certifications

Required:

- High school diploma or equivalent

Billing Support 1

- One (1) full-time year of increasingly responsible experience performing Accounts Receivable (billing and collections), customer service, and cash management.

Billing Support 2

- Three (3) full-time years of increasingly responsible experience performing Accounts Receivable (billing and collections), customer service, and cash management including two (2) full-time years equivalent to a Billing Support 1 with the Carmichael Water District.

Licenses

License and Certification Maintenance: Employee is responsible to complete the designated number of contact hours (i.e.: continuing education and/or training requirements) and licensing requirements to maintain all required licenses and certifications as a condition of continued employment.

NOTE: The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria that are performed by most incumbents, but other related duties may be performed. Not all duties listed are necessarily performed by each individual.