

Job Class: Temporary Billing Specialist 1 or 2 (BS1 or BS2)
FLSA Status: Non-Exempt
Supervisor: Billing Supervisor
Hourly Salary Range: BS1: \$21.44 - \$26.07
BS2: \$27.20 – \$33.07
Length of Job: Up to six months, possible temp to hire.
Closing Date: Applications accepted until position filled. Applicant screening ongoing.

Carmichael Water District is advertising for one (1) temporary position for a Billing Specialist 1 or 2. Under supervision, perform skilled and technical work with regard to billing water service activities to include Accounts Receivables (e.g. preparation of billing statements and collection notices; collections; records; processes); and customer service. Organize and prioritize assigned workload in order to complete assigned activities and projects.

Supervision Received and Exercised

Billing Specialist 1 (BS1): Receives immediate direction from the Billing Supervisor or District Designated Representative; and may receive technical and functional direction from other journey level staff. May exercise technical and functional direction over less knowledgeable or experienced billing staff.

Billing Specialist 2 (BS2): Receives immediate direction from the Billing Supervisor or District Designated Representative; and may receive technical and functional direction from other journey level staff. Exercise technical and functional direction over less knowledgeable or experienced billing staff.

Examples of Duties:

(See job description at link below for additional information)

Perform a variety of duties associated with billing and collections. Compile and maintain comprehensive records of water accounts and property transactions. Administer and perform all billing and collection functions, ensuring accurate billing records and timely mailing of all statements. Make all necessary account adjustments; create and enter all journal entries for adjustments. Track delinquent accounts; prepare, process, mail and maintain liens. Maintain meter data in billing system. Respond to a variety of public inquiries and resolve issues related to water service and billing. Interpret, understand, apply, and explain billing rules, procedures, policies, codes, and ordinances. Assess current billing 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. interest and penalties). Maintain water rates in billing system.

Perform a variety of duties associated with customer service and general support. Process petty cash reimbursements; balance and maintain the petty cash fund. Provide training to other employees in the areas of billing, collections, and reporting. Coordinate resolution of issues related to water service and billing with various departments. Provide back up and assistance to other Administrative Services staff. 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 billing and customer service functions in the absence of the Billing Supervisor. 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.

Qualifications

Operators in this class must possess *the following*:

Knowledge of:

- Principles and practices of lead billing (e.g. billing, revenue and collection process and procedures).
 - Principles and practices of accounting.
 - Principles and practices of lead supervision.
 - Customer service techniques and conflict resolution.
 - Regulatory standards and compliance requirements.
 - Advanced mathematics.
 - Methods for conducting and interpreting data collection and reporting.
 - Standard safety practices and programs.
 - General office procedures (e.g. telephone, filing, typing).
 - Computer software programs (e.g. billing, financial, Microsoft Suite [Word, Excel, Outlook, and PowerPoint]).
 - Correct English usage, spelling, grammar and punctuation.
- Strong written and verbal interpersonal and communication skills

Ability to:

- Work independently, demonstrating initiative and independent thinking.
- Learn and perform a variety of office support assignments.
- Perform advanced mathematical calculations accurately including statistical records and computations (e.g. interest and penalties).
- Analyze and record accounting transactions.
- 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.
- Solve problems and provide corrective action with little or no supervision.
- Explain billing and customer service processes clearly and concisely.
- Effectively train less qualified personnel.
- Assume responsibility of the billing and customer service functions in the absence of the Financial Services Supervisor.
- 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.

Education, Experience, and Certification

Required:

- High school diploma or equivalent.

Billing Specialist 1

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

Billing Specialist 2

- Four (4) full-time years of increasingly responsible experience performing Accounts Receivable (including billing and collections), customer service, and cash management including two (2) full-time years equivalent to a Billing Specialist 1 with the Carmichael Water District.

Desirable:

Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

Billing Specialist 1

- One (1) year of college level general accounting courses in addition to the above requirements.

Billing Specialist 2

An Associate Degree, with major course work in Accounting, or a certificate in accounting from an accredited college in addition to the above requirements.

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.

BENEFITS:

This District provides a competitive benefits package for temporary employees, including but not limited to comprehensive Medical, Dental, Vision, and Life insurance.

Please visit our website for the application package including job description and additional details at:

<https://carmichaelwd.org/about-us/employment-opportunities/>