

CITY OF OAK HARBOR

JOB DESCRIPTION

Title: *Accounting Technician - Utilities*
Department: *Finance*
Reports to: *Finance Office Manager - Utilities*
Status: *Non-union /Non-exempt*

Job Summary:

Coordinate and perform utility billing, payments and other accounting related functions; serve as the City's utility billing specialist with responsibility for preparing and processing utility bills for the City's sanitary sewer, water, solid waste, storm drain, yard waste, and other services. Provide customer-focused communications and troubleshooting, radio interface with crews, initiating new customer accounts, disconnects, and/or recommending waiver of late fees and extensions.

Essential Job Functions:

1. Assist the Office Manager and Finance Director to develop the City's utility billing policies, procedures, rates, and programs, and work with Public Works and other employees to implement and maintain day-to-day routines and priorities as well as customized accounting related software to meet department needs and considerations.
2. Download information from hand-held reading instruments, edit lists for errors, calculate and prepare utility bills utilizing specialized computer software. Prepare manual billing daily as appropriate.
3. Receive customer applications and set-up process authorized through U S Bank ACH software to auto-pay utility payments, send monthly prenote for new customers, receive lump sum payment, and post accurately to individual accounts.
4. Maintain continuous daily contact by radio, phone and in person with water services coordinator or water crews in field to process and verify meter readings and resolve customer service issues.
5. Provide customer service regarding utility account complaints, concerns, questions, service changes and account status by phone and in person, or refer for resolution.
6. Develop and maintain yard waste accounts, schedule delivery or removal of roll carts.
7. Receive and process new water and sewer and other applications as necessary and establish and maintain new and closed utility customer accounts. Also set up utility account number for new addresses with building and engineering services.
8. Prepare list of refunds for closed utility accounts for accounts payable; issue checks as assigned.
9. Process delinquent accounts, prepare late notices, approve extensions for disconnects, and oversee turnoffs as necessary. Contact and inform customers of turnoff action by phone and mail to effect collection of delinquent accounts. Maintain follow-up system, make adjustments and update accounts as appropriate..
10. Process account credits for all utilities as approved, submit reports of daily credits to accountant.
11. Assist the office manager, accountant, and other department staff for the annual audit of utility billing with State Auditor's staff.
12. Establish and maintain effective and cooperative working relationships with City officials and department heads, co-workers, supervisors and the general public using good judgment to handle customer complaints, respond to inquiries and resolve concerns in a positive and timely manner using tact and courtesy, sometimes under stressful situations.
13. Lead the work activities of the cashier and receptionist, maintain the petty cash funds as authorized, serve as a resource to staff, and perform back-up duties for other accounting staff.
14. Initiate completion of regularly recurring reports and standard form letters.
15. Maintain annual records retention and destruction for utility billing records.
16. Maintain utility control account and balance to trial balance on monthly basis.

Associated Job Functions:

1. Attend various continuing education meetings, seminars, and workshops.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Knowledge of computerized utility billing programs, including program upgrades and revisions
- Knowledge of department services, policies and procedures.
- Knowledge of utility rate structure and ability to implement rate changes and verify accuracy.
- Strong customer service and problem solving skills.
- Good mathematic skills and ability utilizing decimals and percentages and the ability to reconcile numbers.

- Thorough knowledge of English, spelling, grammar, vocabulary and punctuation.
- Good oral communication and strong customer service skills to communicate effectively with the public in a courteous and helpful manner in situations that are sometimes stressful.
- Good written skills and ability to draft, compose and proof correspondence and memoranda.
- Ability to work accurately and efficiently under the pressure of deadline.
- Ability to organize, prioritize and independently perform work assignments with minimal supervision.
- Ability to analyze problems and develop and implement sound solutions.
- Ability to maintain confidentiality as appropriate.
- Ability to utilize computerized cash receipts system, standard office equipment, and personal computer with associated City and department-specific software.

Work Environment and Physical Equipment:

Work is performed in an office environment and requires the ability to sit, stand, and use a computer for extended periods of time; hand eye coordination and fine manipulation skills to operate computers and office equipment; as well as a normal range of hearing and visual acuity.

Experience and Training Requirements:

- High school diploma or GED equivalent **with** two (2) years college level accounting and IT courses, Associate's Degree is preferred, **and**
- Four (4) years experience as an accounting technician utilizing personal computers and associated software with responsibility for full-charge utility billing or related duties in a municipal setting including customer service communication and problem solving responsibilities.
- Proficient computer operation skills and experience with a variety of software programs including Microsoft products, spreadsheets, database, customized and menu-driven programs.
- Must have keyboard skills of at least 40 wpm.
- Must pass driver's abstract and criminal history check to include credit check to be bonded.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert 95

FLSA: Non-exempt

Revised: 5/02, NWM/HR 10/03, Finance/HR 12/05, HR 7/13, HR 5/15

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.