**Utility Billing Specialist**

**Definition**

This position serves as a member of the Company’s office staff for routine billing and payment processes and assists management team members as requested. Participates in office procedure discussions and recommends changes as needed. Coordinates with the office staff to ensure timeliness of billing, delinquents, and payment processing. Provides administrative support to Management Team on an as needed basis. Responsible to and reports to the Utility Systems Manager. This is a Union position and is required to join UFCW Local 367 as designated in the agreement between the Company and the union.

**Essential Duties**

1. Primary responsibility with assistance of other office staff for the timeliness and accuracy of routine billing system processes including billing, payments, delinquents, and shut-offs.
   * + 1. Ensures that routine billings, delinquent notices, shut off notices, and payments are processed in a timely, accurate manner in accord with Company policies and procedures.
       2. Reviews reports to determine accuracy of billing processes, proper payment posting, delinquent processes, and need for re-reads, based on prior usage and recent conditions.
       3. Always ensures payments are balanced against the amounts recorded and any discrepancies are resolved as quickly as possible.
       4. Always works with an understanding of the time sensitivity of billing processes.
       5. Ensures requests of SWC staff are timely and include correct and necessary data regarding account numbers, addresses, meter numbers, reads, etc. to facilitate billing system functions.
       6. Clearly, accurately, and in a timely manner communicates with all SWC staff members to ensure meter reads, re-reads, late payments, lock-ups, re-connections are accomplished as billing policy and schedule requires.
       7. Generate clear work orders that communicate to the field crew the exact nature of the suspected problem or other corrective action.
       8. Revises or updates accounts as a result of site visits to get reads or other information.
       9. Ensures accuracy in recording all account information regarding addresses, reads, property status and meter data, ownership and handlers, etc.
       10. As needed provides accurate duplicate billings for finalled and past due accounts to owners and/or handlers of the property involved.
       11. Ensures finalized accounts with credit balances are correctly calculated and routed to the office manager for a refund in a timely manner
       12. Actively participates in cross training for various office functions.
2. Customer Service and Employee relations - receives and responds to customer and staff requests including walk-ins, phone calls, faxes in and out, etc.
   1. Ensures customers are given accurate and timely information regarding their accounts when it is requested and does so in a manner that leaves the customer feeling valued and respected.
   2. Listens to the customer to fully understand the customer’s issue, asks questions to gain clarity and exercises appropriate judgment in attempting to solve the problem or refers the problem to the appropriate source.
   3. Demonstrates concern for the balance between customer service and efficiency – being concise and referring issues to other SWC staff.
   4. Responds back to the customer, when required, the same day or by a specific time if one has been committed to.
   5. Maintains patience in the face of frustrations that may arise with customers, field crew and co-workers.
   6. Uses appropriate tone of voice and choice of words to convey a professional but friendly manner and always knows when it is time to back off and refer the issue to a supervisor or management team member.

**Additional Duties**

* 1. Maintains up-to-date knowledge of billing policies, processes, and billing system.
     1. Develops and maintains current knowledge of SWC billing policies, billing system, computer systems and applies that knowledge accordingly.
  2. Provides other office support functions as required.
     1. Participates in training of new utility billing specialists.
     2. Attend Company wide trainings and certification classes.
     3. Performs other duties as directed by the Utility Systems Manager or Management Team members.

**Employment Standards**

Maintains a professional work ethic that reflects highly on the employee and the Company in accord with SWC policies and procedures.

1. Continually demonstrates an interest, concern, and respect for customers, staff, and others following Company personnel handbook, policies, procedures, and practices.
2. Responds to customer questions, requests, or issues in a professional manner directing questions to managerial level if beyond the scope of expertise.

Salary Range: Starting salary shall be established based on experience and qualifications. Salary shall follow current union negotiated contract scale for this job classification.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job, or any job, at any time. Spanaway Water Company believes that each employee makes a significant contribution to our success. That contribution should not be limited by these assigned responsibilities. The position descriptions are designed to outline primary duties, qualifications and job scope, but not limit employees nor the organization to just the work identified. It is expected that each employee will offer his/her services wherever and whenever necessary to ensure the success of the Company.