

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Utility Billing Analyst	Job Code: 1039
Date: December 1, 2022	EEO Code: PR
FLSA Designation: Non-exempt	Civil Service Status: Covered (UC)

DEFINITION: This is professional analysis work with responsibility to plan, coordinate, and conduct analysis on billing rate data output, CIS implementations and integrations, and CIS system configurations.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Utility Billing Manager and performs all assigned duties under general supervision. This work is distinguished by its responsibility to coordinate and implement City-wide customer service billing rates and services for all utility services.

ESSENTIAL DUTIES: Analyze billing data output for all utility billing rates, including electric, water, waste water, storm water, sanitation, security lights, and all other miscellaneous billing rates generated by the CIS billing system to ensure accurate processing; interface with all City-wide utility service departments as needed to ensure rates are tested and implemented in a timely manner; work directly with utility service departments to determine and document functional requirements to meet initial and ongoing implementation objectives; regularly audit the CIS system to ensure accuracy and data integrity; review billing exceptions, analyze errors, and provide root cause analysis to implement systematic fixes, and avoid repetitive data fixes; research and resolve all discrepancies in disputed billing transactions, including reviewing data, analyzing information, diagnosing solutions, and performing all system and/or service or rate corrections; collaborate with Utility Billing Manager to develop and maintain all current and new billing rate training documentation; provide documentation and training of all billing processes and coordination with Customer Service Quality and Training Coordinator as needed; assist internal and external CIS users in resolving billing errors and implementing process improvement; maintain daily billing scheduler for nightly batch billings and other associated scheduled jobs including delinquency, charge calculation, bill print process, and similar tasks.

Maintain utility property information within the CIS database to ensure consistency and accuracy of reporting and GIS integration; maintain all rules and validations tables in the CIS billing system; act as Subject Matter Expert (SME) for all utility billing platforms; test system to determine how changes may affect application functionality; assist in supporting billing and back office operations for all billing functions as needed; perform daily bill reviews for new and expanded services; initiate process and system improvements; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Public or Business Administration, Accounting, Information Systems, or related field and 2 years of job-related experience in utility billing, utility account maintenance, management of metered service data or related field **OR** an equivalent combination of job-related education and experience [substituting each 1 year of post-secondary education/training for 6 months of experience].

License(s)/Certificate(s): A valid, lawful Driver License is required. Notary Public certificate may be required.

SELECTION FACTORS: *Knowledge of:* applicable laws, City codes, rules, and regulations specifically related to electric, water, waste water, storm water, sanitation utility services, and the functions of the position; general accounting principles and practices; computerized accounting systems including utility accounting programs; policies and procedures established for the work system; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar; customer service procedures and practices. *Skill in:* providing customer service; written and verbal communication; analyzing situations to identify key issues and design solutions; identifying and applying new ideas and methodologies to increase efficiency; prioritizing work schedule; gathering and interpreting data and converting it to relevant, usable information; thoroughly completing tasks according to instructions; performing duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; basic computer operations; practicing trust-building behaviors. *Ability to:* quickly and accurately perform work; develop, implement, and analyze effectiveness of utility rates and billing programs; deal with the public in a pleasant, courteous, and calm manner in all circumstances; organize individual members into a functioning team; develop and maintain effective working relationships with the public, coworkers, and superiors; exercise independent judgment; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computers, CIS utility billing software, Metering Data Management software (Neptune and Yukon), Microsoft Excel, 10-key calculator, copier, telephone, other office equipment as needed.

PHYSICAL DEMANDS: Requires sitting at a computer or desk for long periods while maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Work is inside with little or no occupational hazards except for exposure to potentially stressful circumstances, including meeting of strict deadlines, contact with individuals in potentially difficult situations, and other stressful conditions related to the work place.



 Department Director

11/30/2022

 Date



 Mayor/Chief Administrative Officer

12-1-2022

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.