

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Utility Billing Editor	Job Code: 1037
Date: August 25, 2021	EEO Code: OC
FLSA Designation: Non-Exempt	Civil Service: Covered (UC)

DEFINITION: This is advanced technical accounting work with responsibility to ensure the accuracy of Provo City's daily utility billing transactions.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to the Utility Billing Manager or a designated supervisor and perform all work under general supervision. This work is distinguished from customer service representative work by its responsibility to handle highly complex billing issues and oversee and audit all changes to customer accounts.

ESSENTIAL DUTIES: Monitor, maintain, and ensure the accuracy of customer utility accounts; review and audit the work of customer service representatives to identify and correct any billing issues; provide leadership to customer service representatives on billing issues; answer customer questions about payments and computation of utility bills; respond to and resolve highly complex billing questions and disputes; ensure correct calculations are made on all customer bills; research complex billing errors and calculations; prepare and deliver customer bills in a timely manner; process and account for utility billing payments and ensure payments are applied to the appropriate account and/or service; perform specialized account processes; determine and process accounts for outside collections or bankruptcy procedures.

Ensure proper setup of new utility services including electric, water, wastewater, storm water, security lighting, recycling, and solid waste on assigned premise locations in CIS; review service applications and check for existing credit status; make determination if deposit or additional fees are needed; edit customer account information as needed; determine and process billing exceptions in accordance with established procedures; perform meter change-outs in CIS; determine and process meter reading exceptions; ensure all rates and rate schedules are properly applied; conduct service order close procedures; perform remittance processing; review delinquent accounts for shut off; review and submit all daily service connection and disconnection of services; may coordinate and dispatch field technicians' daily move in/out and credit service orders; perform other related duties as required.

MINIMUM REQUIREMENTS: High School Diploma or equivalent and 4 years of experience in utility billing, accounting, or related field **OR** an equivalent combination of job-related education/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.

SELECTION FACTORS: *Knowledge of:* accounting and credit collection terminology, procedures, codes, and classifications; specialized account functions including remittance processing, service order closings, and military adjustments; computerized accounting systems including utility accounting systems; customer service procedures and practices; balancing, verifying, and reconciling multiple service accounts; rate schedules on all provided services; related laws, codes, rules, and regulations governing functions of the position; policies and procedures established for the work system; operations performed and purposes served by the


Customer Services Division; basic English composition, spelling, and grammar. **Skill in:** performing duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; basic computer operations; typing and 10-key; written and verbal communication; reviewing account information and explaining billing procedures to customers; practicing trust-building behaviors. **Ability to:** apply City accounting procedures; deal with the public in a pleasant, courteous, and calm manner in all circumstances; communicate effectively both orally and in writing; develop and maintain effective working relationships with the public, coworkers, and superiors; quickly and accurately perform work; understand and execute oral and written instructions; quickly and accurately handle routine mathematical calculations; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer terminals and printers, typewriter, 10-key adding machine, copy machine, telephone, and other office equipment as necessary.


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

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards. Position may, however, include exposure to high stress situations or environments, including contact with the public and/or employees in confrontational, emotionally charged, or uncomfortable circumstances.


 Department Director


 Date


 Mayor/Chief Administrative Officer


 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.