



City of Irving Job Description

Billing Systems Technician

FLSA Status:	Non-Exempt	Job Department:	Water Utilities
Job Code:	G262	Reports To (Job Title):	Utility Billing & CIS Supervisor

PURPOSE

To ensure accurate and timely billing of water and sewer sales for the City of Irving. To charge accounts and produce utility bills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Download and upload read data between utility billing computer and meter reading computer for necessary route read completion and auditing of monthly billing.
- Apply charges to 44,000 plus accounts monthly each month.
- Produce 44,000 plus utility bills (print and e-bills) each month.
- Audit trial billing reports for small meter accounts and large/compound meter accounts for accuracy of water consumption, water rates, sewer rates, billing totals and make corrections to readings that have been skipped, unread or found defective.
- Establish new water and sewer locations for both small and large metered accounts in utilities billing system; Issue work order for Utility Maintenance to capture device information.
- Process reading device change outs for both small and compound/large metered accounts.
- Coordinate repairs and meter replacement with meter technicians.
- Process all charge adjustments for small and compound/large metered accounts (system and manual).
- Recommend meter testing and repairs for small, large turbine, and compound metered accounts to ensure accurate billing.
- Process close of work orders.
- Update customer information system with data provided by field personnel.
- Track/maintain meter data for all large/compound meters.
- Coordinate with utility maintenance to investigate issues relating to compound/large meters in order to curb water loss.
- Investigate complaints and issues presented by customer service leads, and recommend corrective action as necessary to resolve complaints relating to billing issues.
- Prepare work orders for meter maintenance, re-reads, and investigation of theft of service for small and large/compound metered accounts.
- Process the update of Las Colinas and Fire Hydrant readings for accurate billing.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Notify utility maintenance to investigate questionable meter readings.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Transactional responsibility in the amount of \$50 – 100 million.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade and some college-level coursework.

EXPERIENCE

- At least two (2) years in Customer Service.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's license.

KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative / clerical procedures and systems such as word-processing systems, filing and records management systems, form design principles, and other procedures and terminology.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Office Software: current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, and identifying the best people for the job.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Service Orientation: Actively looking for ways to help people.
- Self-Management: Working well independently and without supervision.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.

GUIDANCE RECEIVED

Detailed Instructions and Standardized Procedures

Follows standard procedures and/or detailed instructions that apply to each task or assignment; situations that cannot be handled under standard operating procedures are referred to a supervisor or more senior position.

CONTACTS

Position contacts include contractors, citizens, businesses, visitors, lead workers and supervisors to answer questions, resolve complaints and provide guidance.

EQUIPMENT AND PROPERTY

Employee is required to use basic office equipment including computers, fax machines, telephones, calculators, printers and copiers.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to sit and/or see. Frequently, s/he is required to carry, drive a vehicle, lift up to 10 pounds, listen, reach, talk, and/or walk.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.