



## City of Irving Job Description

### Senior Billing Systems Technician

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Water Utilities
<b>Job Code:</b>	G192	<b>Reports To (Job Title):</b>	Utility Billing & CIS Supervisor

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#### PURPOSE

To lead audit and perform the work of billing systems technical staff, which includes ensuring accurate and timely billing of water and sewer sales for the City of Irving; to handle all fire hydrant billing, resolve customer service issues, 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.
- Participate in applying charges to over 45,000 accounts each month; correspondingly, oversee production of over 45,000 utility bills (print and e-bills) each month; create, file, and send them to Dataprose after supervisor each month.
- Audit trial billing reports for small meter accounts (3/4" to 2") for accuracy of water consumption, water rates, sewer rates, billing totals, and make corrections to readings that have been skipped, unread, or found defective.
- Oversee the update of Las Colinas and Fire Hydrant readings for accurate billing.
- Process close of work orders.
- Oversee the completion of administrative tasks assigned by the Utility Billing & CIS Supervisor (i.e. meter change outs, inventory of reading devices, etc.)
- Processes small meter (3/4" – 2") charge adjustments (system and manual).
- Audit trial billing reports for all large meter accounts (3 – 12") for accuracy of water consumption, water rates, sewer rates, billing totals and make corrections to readings that have been skipped, unread or found defective.
- Track / maintain meter data for all large / compound meters (3" to 12"); act as a liaison for Utility Maintenance for matters concerning large / compound metered accounts; 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.
- Train utility billing personnel on audit practices.
- Prepare work orders for meter maintenance, re-reads, and investigation of theft of service for small meter accounts (3/4" to 2"), as well as for all large / compound (3" to 12") metered accounts.
- Serve as back up to Utility Billing & CIS Supervisor with respect to answering questions concerning billing issues and running billing processes.
- Perform related duties as assigned.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Oversee the establishment of new water and sewer locations (3/4" – 2" meters) in utilities billing system; Issue work orders for the installation of new meter set and/or tap of water main.
- Establish new water and sewer locations for all large / compound metered (3 – 12") accounts; Issue work orders for Meter Assessments and/or Service Technicians to capture device information.
- Processes reading device change outs for all large/compound metered accounts.
- Process all charge adjustments for compound/large metered accounts (3 – 12"- system and manual).
- Recommend meter testing and repair for large turbine and compound metered accounts (3" to 12" – system and manual).
- Update customer information system (CIS) with data provided by field personnel.
- Notify utility maintenance to investigate questionable meter readings.

## **SUPERVISORY RESPONSIBILITIES**

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-5 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Monitors and audits billable account information of substantial value to the City.

## **QUALIFICATIONS:**

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

### **EDUCATION**

- Equivalent to the completion of 12<sup>th</sup> grade and some college-level coursework.

### **EXPERIENCE**

- At least three (3) years in Customer Service and/or Billing.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid Texas driver's license, or the ability to obtain one, is required.

### **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, filing and records management, form design principles, and other office procedures.

- 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**

- 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.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Accuracy: attention to detail in dealing with numbers, words, and ideas.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Problem Sensitivity: Telling when something is wrong or is likely to go wrong.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Judgment and Decision-Making: Weighing the relative costs / benefits of a potential action.
- Self-Management: Working well independently and without supervision.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

## **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 to moderate.

\* 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.