



**Internal/External Posting
Utility Billing Specialist
City of Bunnell, FL**

Duties:

This is a technical position whose function is to provide customer service to residents and business owners in matters related to monthly utility billing, applications for water service, responding to customer utility billing questions, complaints and processing utility payments. Work involves knowledge of utility operations to promptly and effectively respond to and resolve concerns of utility customers. Candidate will review an audit meter reading reports for accuracy, generate work orders, process monthly customer billing packet, print bills, prepare mailing of bills to meet deadlines, process monthly penalty and cut-off notifications, process monthly nonpayment service connect/disconnections and perform other duties as needed. This position reports to the Bunnell Finance Director.

Working Conditions:

Work is generally performed while standing or sitting in an office environment. Position will require extensive use of computer, telephone and customer interaction. Some light lifting is required.

Requirements:

- High School diploma or GED **required**
- Utility billing or accounting experienced **required**
- Ability to enter and retrieve information on computer
- Ability to communicate tactfully and courteously
- Knowledge of Tyler Software **preferred**
- Ability to read and understand City Ordinances that pertain to utility billing
- Computer and accounting experience necessary to successfully perform this job

Candidates are requested to complete City Employment Application (copies available at the Bunnell City Hall, 201 W. Moody Blvd, Bunnell, FL or on the city website at www.bunnellcity.us). The application is to be forwarded along with a personal resume' to: chancock@bunnellcity.us

Pay Rate: \$14.44 per hour

Posting Date: 11/1/2017

Position open until filled.

Bunnell has a zero-tolerance drug policy and is an Equal Opportunity Service Provider. This position will require a complete background check before the hiring process is complete.



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Job Title:	UTILITY BILLING SPECIALIST	Job Category:	Clerical
Department/Group:	Finance	Job Code/ Req#:	
Location:		Travel Required:	
Level/Salary Range:	\$14.44/hour	Position Type:	Full Time, Non-Exempt
HR Contact:	Christine Hancock	Date posted:	
Will Train Applicant(s):		Posting Expires:	
External posting URL:			
Internal posting URL:	www.bunnellcity.us		
Applications Accepted By:			
Fax or E-mail: chancock@bunnellcity.us Fax: 386-437-8253 Attention: HR Department		Mail: Human Resources City of Bunnell PO Box 756 Bunnell, FL 32110	
Job Description			
Job Purpose: This position has primary responsibility for accurate billing of Utility Customers. This position reports to the Finance Director.			
Duties: <ul style="list-style-type: none"> · Develops new utility accounts and maintains and audits current accounts · Processes meter readings, billings and customer accounts · Reviews prepared bills prior to mailing to ensure a high degree of accuracy. · Sorts and sends out water/sewer/solid waste bills · Prepares and prints delinquent account report for monthly cut off process · Computes and prints monthly penalty report · Responds to inquiries regarding fees, delinquencies, disconnections, re-reads and general procedural information. · Prepares account adjustments as required and obtain required approvals before processing. · Maintains customer account information in an orderly, efficient manner in order to support actual billings and other activities. · Prepares reports as required · Prepares and review delinquent accounts for collection process and liens, if applicable · Prepares and maintains solid waste work orders and special billings · Maintains files of all assigned functional areas insuring proper State records retention requirements are met. · Performs other duties as needed 			
Skills/Qualifications: High school diploma or General Educational Development (GED) with computer and accounting experience			



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necessary to successfully perform this job.

Working Conditions:

- Work is generally performed while sitting, in an office environment, with a computer and telephone.
- Must be able to lift 25 pounds.

QUALIFICATIONS REQUIRED

- High school diploma or General Educational Development (GED) with computer and accounting experience necessary to successfully perform this job.

The City of Bunnell, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Bunnell, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	