

**CITY OF COCONUT CREEK  
JOB DESCRIPTION**

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**JOB TITLE:** Senior Utility Billing Technician  
**DEPARTMENT:** Finance and Administrative Services  
**FLSA STATUS:** Non-exempt

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**GENERAL PURPOSE:**

Performs senior-level technical or specialized work in the Finance and Administrative Services department. Performs complex utility billing tasks, including routine analytical review, reconciliation, data entry, and billing functions related to utility billing. Work is performed under limited supervision with moderate latitude. Position relies on experience and exercises independent judgment to determine best approach by using and interpreting policies and procedures.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Sets up new accounts, meter files, final bills, and posts to the appropriate accounts
- Calculates bills, runs final journals, and posts and prints reports
- Composes, inputs, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness
- Coordinates meter reading schedules and provides the necessary equipment for meter readers
- Coordinates hydrant reads and bill accounts
- Coordinates the timely collection of outstanding balances
- Handles escalated customer calls and e-mails regarding leaks, high consumption, discontinuance of service, new accounts, address changes, etc.
- Identifies issues with the billing system and follows through with the supervisor and Information Technology personnel to find and implement a solution
- Identifies unusual transactions and reviews customer history to validate or fix issues
- Reviews and analyzes customer accounts and calculates adjustments to customer accounts
- Processes refund checks for closed accounts
- Creates and processes payment agreements
- Creates and maintains the turn off list
- Creates and posts payment batch and interface utility billing transactions to the General Ledger
- Updates meter information in the system and works with the Utilities and Engineering Department to resolve issues with meters
- Creates work orders for meter service worker, meter readers, and the Utilities and Engineering Department

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- Runs, edits, and checks for discrepancies during the billing process, including identifying and resolving discrepancies
- Uploads and downloads meter read information for Utility Billing
- Assists with issues concerning meter reading equipment, including troubleshooting equipment and coordinating repairs when needed
- Provides general training and guidance to lower level associates or technicians
- Performs other related duties as assigned and/or required

### **MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by three (3) or more years' experience working with a utility billing system in a finance or billing department; an equivalent combination of education, certification, training, and/or experience may be considered.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of modern office procedures and practices
- Skill in Microsoft Office products (Word, Outlook, PowerPoint, and Excel)
- Skill in providing good customer service
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to quickly and independently learn new software
- Ability to organize work for timely completion
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to resolve complex problems independently
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule

### **PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

### **ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

### **SENSORY REQUIREMENTS:**

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

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Job Title

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date