

City and Borough Sitka, Alaska

Class Specification

Class Title	Utility/Harbor/Miscellaneous Billing Clerk
Class Code Number	2050
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	July 27, 2020

General Statement of Duties

Performs Utility, Harbor and Miscellaneous billing for the City and Borough; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to 1) Process and send monthly electric, water, sewer and solid waste bills on a 4-cycle rotation; 2) Process harbor billing requests, generate customer bills, and maintain accounts receivable history and assist in the coordination of collection efforts; 3) Process billing requests from non-utility departments, generate customer bills, maintain accounts receivable history and coordinate collection efforts. The work is performed under the direct supervision of the Controller but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Finance Department as required or as assigned by supervisory personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, governmental agencies and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

Utility/Harbor Billing:

- Processes utility billing data on a 4-cycle per month rotating basis;
- Generates utility bills and mails to customers;
- Maintains utility billing data base, entering all necessary changes to individual customer records;
- Coordinates with Accounting Clerk (A/R-Collections) in collection of past due accounts;
- Generates harbor bills and mails to customers;
- Prepares reports and account summaries as requested;
- Performs account analysis and reconciliation;
- Provides needed information and demonstrations concerning how to perform certain work

- tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Performs other related duties as assigned.

Miscellaneous Billing:

- Receives requests for billing of services rendered from City departments;
- Generates customer bill, records account receivable and tracks payments;
- Maintains and bills annual leases and contracts such as tideland leases, utility construction contracts and loans for public improvements;
- Records and processes landfill billing information;
- Generate month end statements on all open accounts;
- Calculates annual CPI adjustments for leases;
- Performs account analysis and reconciliation;
- Coordinates with Accounting Clerk (A/R-Collections) in collection of past due accounts;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Good knowledge of general office procedures and practices;
- Good knowledge of electric utility billing policies, practices, and procedures;
- Good knowledge of basic accounting principles;
- Ability to accurately handle multiple tasks;
- Ability to make decisions in accordance with established policies and procedures;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED; and
- Some experience in bookkeeping, banking or credit and collections; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a driver's license issued by the State of Alaska.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate well with other employees and the general public;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to use a computer screen and process billing data;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a computer keyboard and access files;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to serve customers at the walk-in counter and deliver materials to other City office locations.

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