

BILLING CLERK

Function: Business Office

DESCRIPTION OF WORK:

Under general supervision, processes billing information, answers inquiries and resolves billing problems (when appropriate).

EXAMPLES OF WORK:

Essential Functions

Prepares hand held meter reading devices for meter readers; obtains meter reading information; reviews meter reading edit reports for errors; coordinates/reconciles discrepancies with Service Department regarding meter readings; runs daily statistic reports in meter routes; reviews reports for errors and processes all billing activities; prepares special reports (as required) for high usage customers; makes seasonal rate changes of utility service; maintains electronic funds transfer file for customer billing; updates power plant information for General Manager; performs related work as required.

Non-essential functions

Prepares and updates messages on phone system; reviews and checks accuracy of Nebraska City Utilities website; Greet and assist customers; collects payments and enter payments into computer system in cashier's absents; answers switchboard as needed

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: modern office methods and equipment; basic principles of accounting, the organization and its functions; skill in: operating computer, calculator and all office equipment; ability to: spell and use proper grammar, accomplish detail work and perform arithmetic computations accurately, maintains effective working relationships with coworkers, supervisors, and the public.

TRAINING AND EXPERIENCE:

Any combination of training and experience that will allow the incumbent to acquire the requisite knowledge, skills and abilities to perform assigned tasks.

WORKING CONDITIONS:

This position works under normal office working conditions with some lifting and stooping required. The normal workweek is 40 hours per week.