City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Utility Billing and Service Clerk I &amp; II</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>UBSC, UBS2</td>
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<tr>
<td>Pay Grade:</td>
<td>AC02</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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<td>Job Family:</td>
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<td>Date Revised:</td>
<td>3/16/2021</td>
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General Summary: This position is responsible for performing utility billing which includes but not limited to all of the city’s water, water reclamation, garbage, and landfill. The Utility Billing Clerk I & II charges accounts to prepare bills, statements, and invoices to send to customers, itemizing amounts customers owe.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Utility Billing & Service Clerk I:

- Schedules appointments and maintains appointment calendar for Utility Field persons; communicates to Utility Field persons to include but not limited to new service, out service, emergency, and restoration of service calls.
- Maintains utility billing software by move orders, automatic payment plans, daily cash receipts and delinquent accounts.
- Maintains accurate records and filing systems related to the utility billing software and maintains confidentiality.
- Processes daily final bills, weekly delinquent and utility billing; to include bulk mailing.
- Operates specialized utility automated meter reading software to generate reports for proof reading and making the necessary corrections.
- Maintains inventory and distribution records of water meters and related equipment.
- Assists customers with inquiries regarding utility billing and service.
- Notifies and locates customers with delinquent accounts.
- Orders equipment and supplies; arranges for equipment maintenance and repairs as necessary.
- Possess’ knowledge of city demographics and ability to recite City ordinance related to rates and fees.

Utility Billing & Service Clerk II:

- Performs all Utility Billing & Service Clerk I duties.
- Trains and assists all Utility Billing & Service Clerks
- Establishes service codes on new construction for revenue to be correctly billed.
- Maintains direct communication with Credit Collections in order to collect final bill balances.
- Performs supervisor’s billing duties (adjustments, Surepay, etc.) when necessary.

Qualifications:
Education and/or Experience:

**Utility Billing & Service Clerk I:** High school diploma or general education degree (GED) and two years verifiable experience in customer service and basic accounting.

**Utility Billing & Service Clerk II:** Associate’s degree in accounting, business or related field from an accredited institution of higher learning and two (2) years related experience in utility customer service; or one-year certificate from college or technical school in accounting, business or related field and three years related experience in utility customer service; or an equivalent combination of related education and experience deemed acceptable by the hiring authority.

Certificates, Licenses, Registrations:

Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals; risk of electrical shock and risk of radiation. The noise level in the work environment is usually moderate.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.