



**City of Rapid City  
Utility Billing and Service Clerk II  
Position Description**

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**Job Title:** Utility Billing and Service Clerk II  
**Department:** Public Works  
**Division:** Water  
**Reports To:** Utility Billing and Service Supervisor  
**FLSA Status:** Non-Exempt  
**Classification:** AFSCME

**Grade:** 11  
**Prepared By:** Jeff Crockett  
**Prepared Date:** 08/10/17  
**Approved By:** Dale Tech  
**Approved Date:** 10.03.2017

**SUMMARY**

The Utility Billing and Service Clerk II position performs utility billing to include but not limited to all of the city's water, water reclamation, and garbage, to prepare bills, statements, and invoices to be sent to customers, itemizing amounts customers owe. An essential responsibility of this role is to train billing clerk staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following; other duties may be assigned:

Utility Billing and Service Clerk II:

1. Trains and assists new Utility Billing Clerks
2. Establishes service codes on new construction for revenue to be correctly billed
3. Maintains direct communication with Credit Collections in order to collect final bill balances
4. Performs supervisor's billing duties (adjustments, Surepay, etc) when necessary.
5. Ability to perform all duties related to the Utility Billing and Service Clerk I position, as listed below:
  - Schedules appointments and maintains appointment calendar for Utility Field persons; communicates to Utility Field person's 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 and attempts to secure payment. Orders equipment and supplies; arranges for equipment maintenance and repair as necessary.
  - Possess knowledge of city demographics and ability to recite City ordinances related to rates and fees associated with water, water reclamation, and solid waste; to include but not limited to, Water 13.04 Article IV, Sewer 13.08.370 Article IV, Garbage 8.08.030, 8.08.040, 8.08.050, 8.08.060, 8.08.065, 8.08.070, 8.08.170, 8.08.240, 8.08.250, 8.08.260.

**MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** 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.

**Communication and Customer Service Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to handle non-routine, stressful interactions and resolve conflict in a positive manner. Must be able to professionally and effectively deal with escalated collections issues relating to utility billing.



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**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer and Administrative Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Office® products and specialized software used for billing customer accounts for services rendered. Must be proficient in the operation of office equipment. Ability to perform various administrative tasks including alpha numeric data entry at 100 kpm net of error; and 10-key data entry at 145 kpm net of error.

**Certificates, Licenses, Registrations:** Must possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire.

**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.

**Work Environment:** 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.

**OTHER SKILLS AND ABILITIES**

Demonstrated knowledge of office procedures including some bookkeeping and automated data entry.