

SOLID WASTE UTILITY BILLING TECHNICIAN

DEFINITION

To perform a variety of technical duties related to the solid waste billing system and associated customer service activities for residential and commercial customers; and to perform a variety of other technical tasks related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Refuse and Stormwater Utility Manager.

Exercises technical and functional supervision over assigned office support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Coordinate billing system activities and customer service activities with other Environmental Utilities operations and City departments to improve billing processes and related functions especially as related to periodic testing and migration of computer system modifications.

Coordinate and oversee billing activities related to the City's meter retrofit program, including notification to residential and commercial customers of changes; plan, modify, and implement billing processes relative to phased installment of the program.

Establish and monitor procedures to control inventory associated with federal grants.

Evaluate the City's utility billing system in the course of work, represent the utilities when making recommendations for changes to software and related support and associated business practices; review and assess technological changes related to utility billing systems and provide input for strategies to improve the billing system.

Monitor activities of the work unit and as necessary calculate and enter charges for solid waste utility customers and research and resolve account discrepancies; approve and issue credits, debits and adjustments; prepare various reports related to analysis of utility billing records; respond to customer inquiries and complaints according to established policies and procedures.

Assists in preparing modifications to the municipal code.

Provide input to the operations work plan, including goals and objectives, and associated budget projections.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

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Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Methods and practices of utility service billing.

Computer programs and technology related to utility billing systems.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

#### Ability to:

Provide technical assistance in operation of the solid waste billing system and associated customer service activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Supervise, train and evaluate assigned staff.

Interpret and explain pertinent City and department policies and procedures.

Provide input to the development and monitoring of related program budgets.

Provide input to development of policies and procedures related to assigned operations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

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### Experience and Training

#### Experience:

Three years of increasingly responsible experience in utility billing systems and customer service activities, including one year of lead responsibility.

#### Training:

An Associate's degree, or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education, from an accredited college or university, preferably with major course work in accounting, office management, business/public administration or a related field. Two years of related work experience can substitute for an Associate's Degree.

### License or Certificate

Possession of a valid California driver's license by date of appointment.

04-02-18

12-20-17

04-15-06

Solid Waste Billing Technician

7-1-04

Solid Waste Utility Billing Specialist

11-27-01

Utility Services Technician

01-18-99

09-10-97