



## City of Irving Job Description

### Billing Systems Technician

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Water Utilities
<b>Job Code:</b>	12262	<b>Reports To (Job Title):</b>	Utility Billing & CIS Supervisor

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#### PURPOSE

To ensure accurate and timely billing of water and sewer sales for the City of Irving. To charge accounts and produce utility bills.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Download and upload read data between utility billing computer and meter reading computer for necessary route read completion and auditing of monthly billing.
- Apply charges to 44,000 plus accounts monthly each month.
- Produce 44,000 plus utility bills (print and e-bills) each month.
- Audit trial billing reports for small meter accounts and large/compound meter accounts for accuracy of water consumption, water rates, sewer rates, billing totals and make corrections to readings that have been skipped, unread or found defective.
- Establish new water and sewer locations for both small and large metered accounts in utilities billing system; Issue work order for Utility Maintenance to capture device information.
- Process reading device change outs for both small and compound/large metered accounts.
- Coordinate repairs and meter replacement with meter technicians.
- Process all charge adjustments for small and compound/large metered accounts (system and manual).
- Recommend meter testing and repairs for small, large turbine, and compound metered accounts to ensure accurate billing.
- Process close of work orders.
- Update customer information system with data provided by field personnel.
- Track/maintain meter data for all large/compound meters.
- Coordinate with utility maintenance to investigate issues relating to compound/large meters in order to curb water loss.
- Investigate complaints and issues presented by customer service leads, and recommend corrective action as necessary to resolve complaints relating to billing issues.
- Prepare work orders for meter maintenance, re-reads, and investigation of theft of service for small and large/compound metered accounts.
- Process the update of Las Colinas and Fire Hydrant readings for accurate billing.
- Perform related duties as assigned.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Notify utility maintenance to investigate questionable meter readings.

## **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Transactional responsibility in the amount of \$50 – 100 million.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to the completion of 12<sup>th</sup> grade and some college-level coursework.

### **EXPERIENCE**

- At least two (2) years in Customer Service.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid Texas driver's license.

### **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative / clerical procedures and systems such as word-processing systems, filing and records management systems, form design principles, and other procedures and terminology.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Office Software: current word processing, presentation, spreadsheet, and database programs used by the City.

## **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, and identifying the best people for the job.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Service Orientation: Actively looking for ways to help people.
- Self-Management: Working well independently and without supervision.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.

## **GUIDANCE RECEIVED**

### **Detailed Instructions and Standardized Procedures**

Follows standard procedures and/or detailed instructions that apply to each task or assignment; situations that cannot be handled under standard operating procedures are referred to a supervisor or more senior position.

## **CONTACTS**

Position contacts include contractors, citizens, businesses, visitors, lead workers and supervisors to answer questions, resolve complaints and provide guidance.

## **EQUIPMENT AND PROPERTY**

Employee is required to use basic office equipment including computers, fax machines, telephones, calculators, printers and copiers.

## **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.\*

The employee constantly is required to sit and/or see. Frequently, s/he is required to carry, drive a vehicle, lift up to 10 pounds, listen, reach, talk, and/or walk.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment is usually quiet.

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

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.