

Job Title: Billing Services Representative**Job Status:** Full-Time**Department:** Rates & Revenue**Job Grade:** 203**Reports To:** Billing Supervisor**Work Setting:** On-Site**Pay Status:** Non-Exempt**Date Created/Updated:** 4/2/2024**Location:** Main Office

Position Summary

The Billing Service Representative is responsible for accurate and timely billing of 3 utility services, water, electric and wastewater and two city services, garbage and recycling. The rep may be tasked with functions including the loading of meter reads and accounts, verifying the calculation of customer bills and processing of statements. On occasion, the billing rep will assist in researching problems, making account adjustments or corrections, and performs other duties as assigned.

Excellent time management, listening skills, attention to detail, accuracy, adaptability and stress management skills are essential.

Essential Duties & Responsibilities

- Analyze multiple meter reading verification reports for each route
- Awareness of current weather conditions and understanding of historical usage
- Research irregularities in electric, water and wastewater usage
- Verify and confirm reads using various software; MeterSense Temetra, and Itron
- Knowledge of solar meters, their billing and banking net usage
- Check high usage accounts for continuous usage indicating potential leaks
- Monitor vacant and disconnected accounts for usage, research unexplained usage and reach out to other departments, as needed
- Estimate usage based on account history and NBU estimation guidelines
- Prorate usage based on read dates and service periods
- Strong knowledge and understanding of current rates, account classifications and miscellaneous fees added by multiple departments
- Ability to calculate all bill charges manually using current rates and usage
- Ability to validate system prorated charges during rate changes
- Create billing files with correct file type and send to outsourced bill print processor
- Check billing statements for accuracy prior to approving for mailing
- Post billing batch and check each route for unbilled accounts
- Research unbilled accounts and reason, follow-up if necessary
- Check and confirm miscellaneous fees such as impact, meter set fees, reconnect and admin charges on all accounts
- Verify City services are added and billing accurately on applicable accounts
- Review account classifications, service periods, bill codes and charges on all first bills
- Confirm auto draft is added to delayed accounts
- Manage damage claims from water and electric ops, bill accounts in GP Dynamics and NorthStar
- Complete service orders for meter sets, changes, removes, and discrepancies

Coordination and Communication Between Departments

- Schedule rereads, meter investigations and general service orders
- Frequent verbal and written communication with Metering, Water and Electric Ops regarding meter reads, missing meters, stopped meters and usage/read issues
- Frequent verbal and written communication with Customer Service regarding customer fees, services, auto-pay and service order issues

- Notify Customer Service and Conservation and Customer Solutions departments of customer water issues, such as high usage and continuous consumption. Send customer letters when applicable.
- Verify impact fees, meter set fees, D/R fees and damaged meter charges with New Construction Department, when needed.

Software and Basic Skills

- Proficiency in NorthStar CIS and GP Dynamics
- Proficiency MDM systems, such as MeterSense and Itron
- Ability to identify and troubleshoot minor technical issues in the event working from home is necessary
- Excellent verbal and written communication skills
- Exceptional time-management and multi-tasking ability
- Strong analytical skills, attention to detail, ability to identify trends and patterns of usage and discrepancies

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: One Year or More

Other: [Click or tap here to enter text.](#)

Certification and Licensures Requirements

[Click or tap here to enter text.](#)

Other Minimum Qualifications

- One to two years of experience with NBU and a thorough understanding of billing cycles and policies required.
- Two years of billing experience occupying a position that utilizes strong analytical skills in any industry may be substituted for experience at NBU.
- Ability to operate various standard office machines with accuracy and dexterity.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☒	☐	☐	☐
Microsoft Access	☒	☐	☐	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☒	☐	☐	☐

Microsoft PowerPoint	☐	☒	☐	☐
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Other Software Knowledge

Click or tap here to enter text.

Experience with Machines, Tools, Equipment and Other Work Aids

Copier, fax, scanner, computer and calculator

Physical Demands

Standing: Rarely

- ☐ Making Presentations
- ☐ Observing Work Sites
- ☐ Observing Work Duties
- ☒ Communication with Co-Workers

Fine Dexterity: Constantly

- ☒ Computer Keyboard
- ☐ Telephone Keypad
- ☒ Calculator
- ☐ Calibrating Equipment

Walking: Occasionally

- ☒ To Other Departments/Office/Office Equipment
- ☐ Around Worksite

Lifting: Rarely

- ☒ Supplies
- ☐ Equipment
- ☒ Files

Carrying: Never

- ☒ Supplies
- ☐ Equipment
- ☒ Files

Sitting: Constantly

- ☒ Desk Work
- ☒ Meetings
- ☐ Driving

Reaching: Rarely

- ☒ For Supplies
- ☒ For Files

Handling: Frequently

- ☒ Paperwork
- ☐ Monies

Kneeling: Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Rarely

- ☒ File Drawers
- ☐ Equipment
- ☒ Table and Chairs
- ☐ Hose

Climbing: Rarely

- ☒ Stairs
- ☐ Ladder
- ☐ Step Stool
- ☐ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen
- ☐ Driving
- ☐ Observing Worksite

Foot Controls: Never

- ☐ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Never

- ☐ On Ladder
- ☐ On Equipment
- ☐ On Step Stool

Bending: Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☐ Making Repairs

Crouching: Rarely
☒ Filing in Lower Drawers
☒ Retrieving Items from Lower Shelves/Ground

Crawling: Rarely
☒ Under Equipment
☐ Inside Attics/Pipes/Ditches

Hearing: Frequently
☒ Communication Via Telephone/Radio/To Co-

Other: [Click or tap here to enter text.](#)

Workers/Public
☐ Listening to Equipment

Twisting: Never
☐ From Computer to Telephone
☐ Getting Inside Vehicle

Talking: Frequently
☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	☐	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☐	☒	☐	☐	☐	☐
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	☒	☐	☐	☐	☐	☐
Noise and Vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐	☐
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	☒	☐	☐	☐	☐	☐

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	☒	☐	☐	☐	☐
Chemical Hazards	☒	☐	☐	☐	☐

Electrical Hazards	☒	☐	☐	☐	☐
Fire Hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable Diseases	☐	☒	☐	☐	☐
Physical Danger or Abuse	☒	☐	☐	☐	☐

Other: Click or tap here to enter text.

Primary Work Environment: Choose an item.

Other: Click or tap here to enter text.

Overall Strength Demands

- ☒ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☐ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	☐	☐	☐	☐	☒
Emergency Situations	☐	☐	☒	☐	☐
Frequent Change of Task	☐	☐	☒	☐	☐
Irregular Schedule/Overtime	☐	☒	☐	☐	☐
Performing Multiple Tasks Simultaneously	☐	☐	☒	☐	☐
Working Closely with Others as Part of a Team	☐	☐	☐	☒	☐
Tedious or Exacting Work	☐	☐	☐	☒	☐
Noisy/Distracting Environment	☒	☐	☐	☐	☐

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date