

West Bloomfield Township Water and Sewer Billing Analyst

The Charter Township of West Bloomfield is accepting applications for a full-time Water and Sewer Billing Analyst.

Duties included but not limited to: Performs a variety of clerical and account keeping functions for the water billing function. Coordinates bill preparation, handles account maintenance activities such as posting, taking orders for services, and providing information to callers concerning their water/sewer accounts.

The minimum qualifications:

- Associates Degree - AS in Business, Public Administration, Accounting, or other related degree required.
- Bachelor's Degree in above concentrations preferred.
- Three or more years of experience with accounting, data entry, word processing, and / or file maintenance required.
- Excellent customer service and dispute resolution skills required.

The starting salary range is \$38,005 to \$51,402 (DOQ) with a generous fringe benefit package.

Applications can be obtained, from our web-site <http://www.wbtwp.com/departments/CurrentJobPostings.cfm>, at the Human Resources Department, 4550 Walnut Lake Road, West Bloomfield or by calling (248) 451-4795.

Applications will be accepted until August 23, 2017.

NON-EXEMPT



WEST BLOOMFIELD TOWNSHIP

Job Description

Water and Sewer Billing Analyst

Drafted: 04/12/06
Revised: 03/17/17

Adopted: 08/09/2017
Pay Grade: 4.5

General Summary:

Performs a variety of clerical and account keeping functions for the water billing function. Coordinates bill preparation, handles account maintenance activities such as posting, taking orders for services, and providing information to callers concerning their water/sewer accounts. Reports to Water and Sewer Billing Supervisor.

Representative Duties and Responsibilities which may be considered Essential Function(s):

Clerical

- Answers: phones, inquiries from customers, realtors, title companies, etc. concerning water/sewer accounts, credit card and internet payments and charges to customers.
- Assists: other water employees in gathering information for studies/reports and customers with various problems related to water / sewer services.
- Prepares: work orders for water/sewer service, correspondence, payoffs for capital and transmission charges/ meters, invoices for special services such as sprinkler taps, off/on fees, meter accuracy tests, etc and new account materials; laptops and reading guns for meter reading; past due notices to customers with delinquent balances and calculates final bills and statements for water / sewer services-charges.
- Files: work orders for meter problems, payment coupons, cash reports, lockbox reports, billing reports, permits and final reads. Prepares records for storage, and retrieves matters from files.
- Enters: meter readings and other data into databases.
- Establishes: new accounts, assigns account numbers and sequences.
- Maintains: units factor assignments on business accounts based on information provided; connection permits, any department records (accounts, addresses, activities, general files, etc.)

Clerical (continued)

- Notifies: customers of stopped meters and high consumption and arranges for department to schedule trouble appointment; notified landlords of unpaid bills.
- Processes: and prints bills for bulk mailing to customers.
- Schedules: customer appointments.

Control and Technical

- Assigns: account numbers.
- Calculates: and prepares special statements including penalties, partial billings and adjustments.
- Coordinates: implementing rate code changes; meter changeovers, shutoff notices.
- Corrects: billing errors, adjusts amounts.
- Interprets: board approved special agreements between governments for water and sewer services.
- Performs: more difficult and responsible clerical assignments of the billing office.
- Purchases: office supplies and forms.
- Prepares: monthly consumption reports to County and other communities (as necessary); reports sewer usage by consumption to other agencies, and provides estimates of consumption, monthly billing reports; certification lists for delinquent transfer to tax bill; septic inspection lists for Engineering; documentation for follow-up on bankruptcy claims of customers.
- Researches: returned bills, new customer names and addresses; billings for lawsuits, refunds, back billing pro-rations or statistical comparisons.
- Trains: employees on procedures and policies; and provides shared guidance on policy interpretation to other water billing employees and software applications.

Accounting

- Posts: Payments, penalties, and other receipts to accounts.
- Maintains: Accounts receivable and account status for Water and Sewer charges; customer payment plans for delinquent accounts.
- Summarizes: cash receipt daily total and submits to Accounting staff.

Special Items

- May perform the duties of other clerical personnel in the department as assigned
- May be assigned unique tasks to the department within the competency level of the other tasks described in this document.
- The preceding statements are intended to describe the general nature and level of work being performed by personnel assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.
- Performs other related duties as required.

Qualifications:

- Associates Degree - AS in Business, Public Administration, Accounting, or other related degree required. (**Note: This requirement does not apply to current Township employees**).
- Bachelor's Degree in above concentrations preferred.
- Three or more years of experience with accounting, data entry, word processing, and / or file maintenance required.
- Excellent customer service and dispute resolution skills required.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria. Additional experience or education may be substituted on a two for one basis to meet minimum requirements. See ADA requirements for additional guidelines.

Equipment and Tools Used:

Use of personal computer, meter reading equipment, copier, and fax machine.

Abilities:

Math - Ability to use simple math such as multiplication, division, adding, subtracting, percentages, fractions, ratios, rates, and calculations is required.

Reading - Ability to read and understand regulations, manuals and instructions.

Writing - Ability to organize and write basic and form letters, correspondence, and reports. Such documents must be implemented with correct format, punctuation, spelling and grammar using effective verbal and written communications skills.

Speaking - Ability to clearly communicate information and questions related to all aspects of the job in person and over the phone using correct English. Be able to effectively work with the public, elected officials and employees in a constructive manner.

Physical Requirements: (considered light work)

Lifting - up to 30 pounds on an occasional basis

Movement - Ability to maneuver as necessary to do filing that may involve stooping or kneeling. May occasionally climb stairs (elevator available).

Walking - occasionally; Standing - occasionally; Sitting – frequently

Use of hands - constantly

Reaching - frequently

Vision - near vision required.

Hearing - must be able to hear and understand normal speech in same room and on phone.

Environment and Hazards:

Noise – Moderate office environment.

Extreme outdoor temperatures - no.

Moving equipment hazards - no.

Dangerous persons - rarely.

High pressure lines – no.

Electrical hazards - rarely.

Biohazards – no.

Weapons - no.

Atmosphere hazards - no.

Slip Hazards – no.

Caustic chemicals - no.

Dust – no.

Heights – no.

Traffic hazards – no.

The Charter Township of West Bloomfield values diversity in its workforce and is an Equal Opportunity Employer that does not discriminate on the basis of race, sex, age, color, sexual orientation, religion, national origin, marital status, genetic information, veteran's status, disability, or any other basis prohibited by federal, state or local laws.