



Billing Clerk/Customer Service Representative Business Office Department

Full-Time/Non-Exempt
Career Range: \$23.33 - \$32.92/hour (DOQ)

Fort Collins – Loveland Water District

Revision Date: May 2023

Approved by General Manager: 

Approved by Human Resources: 

General Purpose:

The Billing Clerk/Customer Service Representative assists the Fort Collins-Loveland Water District's (FCLWD or the District) customers regarding their utility services and processes customer billings. Reports directly to the Billing Supervisor.

Essential Functions:

- Assists customers over the telephone and in person with a wide variety of questions, requests, and complaints regarding their water services and / or utility bills.
- Assists customers with delinquent accounts by counseling about payment options and nonsufficient fund checks.
- Interacts with a wide variety of customers whose behavior may range from pleasant, to embarrassing and disconsolate, to verbally threatening and abusive.
- Processes telephone or in-person customer requests for starting, stopping, and transferring their services through the use of a complex computer program.
- Processes customer requested credit/debit card payments.
- Works with title companies in requesting final estimate requests.
- Assists customers with requests for and problems with budget billing and electronic payment issues.
- Corrects account problems by reviewing account information and generating service orders if needed.
- Completes service orders by data entry to the computer system.
- Prepares utility billing statements by reviewing exceptions and posting reports.
- Transfers data to third party printing companies for processing.
- Maintains billing records by filing billing reports.
- Processes customer's discontinuation of service due to a delinquent account.
- Enters and/or verifies meter/radio change outs.
- Gathers meter reads for final move in and move out tickets.
- Enters and/or verifies Automated Clearing House (ACH) Agreements.
- Tracks and maintains water assignment forms.
- Uses meter reading software to upload/download information to aid with customers and the billing process.
- Posts payment batches daily consisting of electronic files and manually keying in payments.
- Enters and /or verifies new accounts (new taps) into the billing system.
- Set accounts up on ACH by data entry.
- In the month of November, settles the budget billing accounts and reviews and resets the monthly amounts due.
- Informs customers of potential water leaks through phone calls, emails, or direct mailers.
- Covers the front desk and related duties, as requested.

- Other duties as required and necessary to ensure the success of the organization.

Supervisory duties:

- None.

Knowledge, skills and abilities:

- Ability to consistently promote, support, work, and act with an expectation of agency in a manner in support of the District's mission, vision, and values.
- Ability to handle a wide variety of customers whose behavior may range from pleasant, to embarrassing and disconsolate, to verbally threatening and abusive.
- Proficient computer skills and use of ten-key by touch.
- Ability to learn specialized software.
- Knowledge of basic math with the ability to think logically and solve problems.
- Organizational skill and ability to plan and manage multiple tasks in a fast-paced environment.
- Ability to work well under pressure and meet deadlines.
- Ability to communicate effectively and diplomatically with customers, co-workers, and District employees in person, over the phone, or through written correspondence.
- Ability to follow written and oral instructions.
- Ability to consult with others in the department and interpret printed or electronic data on a daily basis.
- Ability to work independently and to establish and maintain effective working relationships with other employees and the public.

Additional Requirements/Licenses/Certifications:

- Must have reliable transportation.

Material and equipment directly used:

- This role routinely uses standard office equipment such as a computer, multi-line telephone system, photocopier, printer, scanner, postage meter, and calculator.
- Microsoft Office software.

Physical Activities:

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.

- While performing the duties of this job, the employee is regularly required to talk or hear. This is largely a sedentary role; however, some filing is required; it would require the ability to reach for and lift files, open filing cabinets and bend or stand on a stool as necessary. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
- Work primarily involves a high degree of visual and/or mental concentration.
- Light physical effort required by handling objects up to 20 pounds occasionally and/or up to 10 pounds frequently.

Education:

- High School Diploma or General Education Diploma (GED) equivalent is required.

Experience:

- Minimum one (1) year work experience in a billing related / fast-paced customer service setting required.
- Basic knowledge of Microsoft Word and Excel is required.
- Requires calculator / 10-key use by touch is required.
- An equivalent combination of education and experience may be substituted on a year for year basis.

Working environment:

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

- Work is generally performed in an indoor professional office environment.

Passing a driving record (MVR) and criminal history background checks will be required prior to the start of employment.

I have read this Job Description, asked for clarification of any items that are unclear to me, and agree to fulfill my duties as outlined. I understand that this is not all-inclusive, and that I will be responsible for performing other duties as assigned. I understand that this does not constitute a contract of employment and that either the company or I may terminate my employment at will, with or without cause.

Printed Name

Date

Signature