

**CITY OF SOLVANG**  
**JOB DESCRIPTION**  
**Utility Billing Clerk**

This is not an individualized job description. It defines the general character and scope of responsibilities. It is not intended to describe and does not necessarily list every duty for a given position.

**DEFINITION**

To perform a wide variety of duties in the processing and maintenance of the City's water and wastewater utility billing system. This position is supervised by the Director of Finance.

**DISTINGUISHING CHARACTERISTICS**

**Utility Billing Clerk-** An employee in this classification must have outstanding customer service skills. This position requires an individual who is able to multi-task and is able to function with multiple interruptions. This position requires working directly with the general public, contractors, and other City staff. An employee in this position performs moderately skilled office functions, some bookkeeping functions and should have experience in this area.

**REQUIREMENTS**

Possession of a valid California driver's license  
High School Graduation or GED Certificate

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to the following:

- Issue, receive, type and process various applications, permits and other forms.
- Perform a wide variety of general clerical work including typing, filing, billing, checking and recording information on records.
- Preparing billing information for residential and commercial customers; enter data into computer;
- Prepare work orders for field personnel; load billing routes into handheld meter readers, load usage information into computer for bill preparation.
- Perform a variety of tasks related to utility billing, check and tabulate data, prepare summary reports; generate and mail bills in accordance with bulk mailing procedures.
- Maintain customer files; issue delinquent notices. Initiate work orders for connection, disconnection or transfer of water service.
- Operate standard office equipment including word processing equipment as assigned.
- Collect and process payments from customers over the counter and through the mail.
- Answer inquiries and respond to complaints.
- Maintain a variety of financial and statistical records to be used in the preparation of local, county and State reporting.
- Process all forms of customer payments, prepare deposits and maintain Utility Accounts Receivable.
- Manage Back Flow testing and reporting program.
- Calculate connection fees.
- Assist the Accounting Technicians, Accounting Supervisor, Public Works Director and/or Director of Finance with special projects.
- Perform other related duties as assigned.

**ESSENTIAL FUNCTIONS**

- Conduct proper public contact and telephone contact.
- Usage of modern office methods, practices, procedures and equipment.
- Knowledge of basic accounting principles, clerical procedures and methods.
- Accurately balance a variety of reports.
- Quickly and accurately operate a calculator.
- Perform and understand mathematical calculations.
- Understand and carry out both oral and written directions.
- Interpret and correctly apply City regulations and procedures.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL REQUIREMENTS**

**Strength:** Light-exert force to 20 pounds occasionally, or 10 pounds frequently, or negligible force constantly; May involve significant standing, walking, pushing and/or pulling; Frequent figuring, typing; Occasional to frequent standing; occasional walking, sitting, bending, stooping, pushing, pulling, handling, gripping, grasping, twisting at the waist, reaching at, above and below shoulder level, extending neck upward, downward and side to side, climbing stairs; On rare occasion, climbing ladders, crouching, kneeling.

**Vision:** Visual acuity which could be corrected sufficiently to perform the essential functions of the position; average depth perception needed.

**Hearing:** Effectively hear/comprehend oral instructions and communication.

**Communication:** Be able to communicate verbally with others.

**ENVIRONMENTAL CONDITIONS**

Constantly works indoors; occasionally goes outdoors; Constant use of computer; Works both alone and with others; on rare occasion drives a motor vehicle; occasionally exposed to dust.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to experience and training that would likely provide the required knowledge and abilities is qualifying.

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date