

**PITTSFIELD CHARTER TOWNSHIP
JOB DESCRIPTION**

UTILITIES ACCOUNTANT

Supervised by: Billing and Customer Service Coordinator

Supervises: No supervisory responsibility

Position Summary:

Under the general direction and supervision of the Billing and Customer Service Coordinator, provides administrative, bookkeeping and clerical assistance in support of the daily activities of the water, sewer and rubbish billing administrative processes. Maintains accounts and prepares billings.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Administers the utility billing process. Assigns account numbers, posts cash receipts, prepares proposed adjustments, and maintains customer deposit accounts. Loads and downloads meter reading equipment, imports and exports readings into the computer, generates reports and audits for accuracy. Prepares, prints, sorts, and mails water, sewer, and rubbish bills.
2. Prepares delinquent notices, assigns penalties and issues shut-off notices according to established procedures. Processes shut-off notices for review and approval of Township Supervisor and prepares delinquent list for tax roll as necessary.
3. Prepares billing registers, cash receipts reports, adjustment reports and runs consumption, and other regular reports. Generates special reports for the Accounting Department, and assists in monthly reconciliation of accounts receivable balances with the Accounting Department and others as requested.
4. Responds to all water, sewer, and rubbish related inquiries or complaints via telephone, in person, and by correspondence. Resolves routine issues independently and refers more complex situations to the appropriate party.
5. Prepares forms and processes meter installations and final reads. Identifies unusual usage patterns and orders re-reads. Submits service requests and refers unique inquiries to the appropriate individual.
6. Maintains a comprehensive record system for utility accounts and related documents and reports. Ensures account information is up-to-date. Establishes, adjusts, transfers and closes accounts as appropriate. Arranges for final reads and issues refunds.
7. Prepares and maintains other invoicing functions such as: invoicing meter parts and bulk water sales, preparing Utility work orders and scheduling inspections with plumbing inspectors, and preparing all related monthly statements and reports.

8. Performs general typing and clerical tasks or other office functions as needed to assist building and planning department assistants.
9. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- An Associate's degree, or the equivalent, in bookkeeping, accounting or a related field.
- One or more years of experience in finance, accounting or bookkeeping.
- Knowledge of the principles, practices and techniques of basic bookkeeping and utility account management.
- Some knowledge of the structure, policies, procedures, and regulations of municipal government.
- Knowledge of general office operations and clerical and secretarial procedures and practices.
- Ability to learn the policies and procedures specific to the Utilities Department.
- Ability to operate general office equipment and machines, personal computer and word processing and utilities software, mail machine, two-way radio, typewriter, calculator, copier, and fax machine.
- Ability to type, enter data and complete mathematical computations with speed and accuracy.
- Ability to gather data and prepare accurate and timely records, reports, notices, memos and letters.
- Ability to establish and maintain effective working relationships with employees, supervisors, and the general public.
- Skill in responding to public inquiries and internal requests with professionalism.
- Ability to convey and understand information effectively and promptly through speaking, hearing, reading, and writing.
- Ability to critically assess situations, solve problems, and work effectively within deadlines, and changing work priorities.
- Skill in maintaining filing systems and records according to established procedures.

- Ability to communicate effectively, follow directions, and adhere to detailed processes and procedures.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear and view and create documents. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is required to stand, walk, and occasionally stoop, or kneel. The employee must occasionally lift and/or move items of light weight.

While performing the duties of this job, the employee typically works in a business office setting. The noise level in the work environment is usually quiet.