

**PITTSFIELD CHARTER TOWNSHIP  
JOB DESCRIPTION**

**UTILITY BILLING AND CUSTOMER SERVICE COORDINATOR**

**Supervised by:** Utilities Director

**Supervises:** Utilities Accountant and Dept. Assistant I - Utilities

**Position Summary:**

Under the general supervision of the Utilities Director, oversees the processing of utility bills for Township customers. Provides administrative, bookkeeping, clerical assistance, computer billing software and troubleshooting expertise and customer service in support of the daily activities of utility billing and utility clerical operations. Oversees the maintenance of utility accounts, the preparation of billings, the processing of payments and assists customers and staff with questions and concerns.

**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. Supervises, oversees, trains, and coordinates the work of subordinate personnel as assigned. Assigns work, evaluates performance, mentors, and oversees training and professional development. Takes disciplinary action according to established procedures.
2. Receives and handles telephone calls, visitors and correspondence. Provides information and customer service in more complicated or complex matters.
3. Oversees and takes part in the administration of the utility billing process. Oversees the importing and exporting of meter readings into the computer, generates reports and audits for accuracy. Identifies unusual usage patterns and orders re-reads. Approves proposed billing adjustments under \$1000.00. All proposed billing adjustments over \$1000.00 must be approved by the Utility Billing and Customer Service Coordinator and the Township Supervisor.
4. Supervises the preparation of delinquent notices, assigning penalties and processing of shut-off notices according to established procedures. Supervises the ordering of shut-offs and assists in preparing the delinquent list for tax roll as necessary.
5. Approves 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. Works with the Treasurer's Department to resolve any difficulties regarding cash receipts.
6. Oversees and assists in maintaining 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. Coordinates special projects under the jurisdiction of the department as needed. Compiles information for special projects as assigned.
8. Drafts correspondence, reports, memos and other items. Types, enters data, copies, files, and/or delegates secretarial tasks.
9. Creates and maintains inventory of supplies and equipment. Places orders and makes purchases according to established procurement procedures and within budgetary guidelines.
10. Keeps abreast of current issues, changing legislation and policies, new administrative techniques and developments in the field through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
11. Establishes and maintains cooperative relationships with other departments, citizens, elected officials, community and business interests, peer agencies and related interests.
12. 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 in accounting, finance, business administration or related field.
- Two or more years of experience in utility billing with some supervisory experience preferably in a municipal setting.
- Thorough knowledge of the principles, practices and legal regulations of municipal finance, accounting, and utility billing.
- Thorough knowledge of the methods and techniques of financial analysis, accounting and financial reporting.
- Skill in communicating with a diverse range of individuals with a high degree of diplomacy and professionalism.
- Skill in generating comprehensive and accurate reports, and in performing mathematical computations with accuracy.
- Skill in maintaining and updating records and documents with a high degree of accuracy.
- Skill in administering utility billing systems according to established procedures.

- Skill in effectively communicating ideas and concepts orally and in writing.
- Skill in the use of office equipment and technology, including computers and financial software, and the ability to master new technologies.
- Ability to critically assess situations and solve problems, and to work effectively under stress, within deadlines and changing work priorities.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, elected officials, the media, professional contacts, and the public.

**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 and hear, to communicate with others and view and produce written documents. The employee frequently is required to sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move items of light weight. The employee must be able to sit for extended periods of time.

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