



CITY OF WOONSOCKET

POSITION DESCRIPTION

JOB TITLE: User Billing and Reporting Specialist

DEPARTMENT/DIVISION: Finance Department/Treasury Division

PAY GRADE/HOURS: 35-Hour Work Week [M14]
9:00 AM through 4:30 PM, Monday through Friday

UNION: Local 670

POSITION SUMMARY: This position performs a broad range of billing, data generation, reporting, analytic and customer service functions requiring computer and systems literacy and a working knowledge of billing software systems, as well as a general understanding of billing and accounting concepts. This position focuses on sewer usage, assessment, and billing; however, this position will also provide reporting and data analysis across all City billing functions.

DUTIES & RESPONSIBILITIES:

- Maintains sewer accounts in the Vision software program, including setting up accounts for new dwellings and updating and correcting existing accounts.
- Works closely with other City divisions such as Water, Assessment and Treasury to ensure that consistent and correct customer account information exists across City billing and service functions.
- Updates records for changes in ownership of residential and commercial properties working closely with attorneys, banks, title companies and real estate professionals.
- Updates weekly batches of deeds from the City Clerk's Office into the Opel system and if necessary, assists the Clerk's Office with deed research.
- Prepares and distributes final sewer usage assessment bills for real estate closings.
- Generates billing data from the Vision software program and sends to customers quarterly commercial and annual residential sewer bills ensuring that the water usage amounts reflected in the bills are accurate and that the bills are correct.
- Corrects billing and account errors and resolves data discrepancies that may occur in the various City software programs.
- Handles all sewer related customer account and billing questions, working to resolve issues on the phone, via e-mail or in-person.
- Analyzes and reviews customer accounts across all City billing functions and generates periodic reports from the various computer software platforms to help City officials determine billing and collection trends.

- Creates, tracks and reports on key sewer/user, water, and/or property tax metrics.
- Discusses with department directors, division heads and municipal workers opportunities to either develop new reports or revise existing reports to improve processes and enhance services.
- Helps generate and maintain dashboards within City software programs to assist City administration, department heads and associates to better focus on key operating metrics.
- Assists with departmental updates to the City's website.
- Determines opportunities to streamline manual processes across all billing functions and to facilitate interfaces across billing, collections, assessment, and accounting software systems.
- Performs other duties as assigned.

QUALIFICATIONS: A high school diploma or a GED equivalent, is required, however, a college degree, or courses completed, in computer science, finance or accounting would be extremely helpful in meeting the requirements of the position. At least one year's work experience in a municipal billing department, treasury or accounting department, or equivalent work experience in billing and analyzing customer accounts in the private or public sector, is desired, however candidates with a track record of workplace and/or educational achievement will be considered.

KNOWLEDGE and SKILLS:

- Requires the ability to work both independently and as part of a team.
- A confident and determined approach to problem solving.
- Advanced computer skills, especially in report creation, generation, and analyses.
- Knowledge of general accounting principles.
- Knowledge and skills in Microsoft Office.
- Ability to communicate clearly and effectively.
- Attention to detail and highly analytical.
- Reliable, dependable, and trustworthy.
- Strong decision-making skills.
- Good conflict management skills.
- Highly organized.
- Ability to function in a fast-paced environment and handle stressful situations.

PHYSICAL DEMANDS: 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. 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 required to sit, speak, and hear. The employee frequently is required to stand; open doors, use hands to finger, handles or feel; and reach with hands and arms. The employee is occasionally required to walk and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.