

**Job Title:** Billing Services Representative

**Job Status:** Full-Time

**Department:** Customer Service

**Job Grade:** 202

**Reports To:** Billing Supervisor

**Work Setting:** On-Site

**Pay Status:** Non-Exempt

**Date Created/Updated:** 4/2/2024

**Location:** Main Office

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### Position Summary

The Billing Service Representative is responsible for accurate and timely billing of 3 utility services, water, electric and wastewater and two city services, garbage and recycling. The rep may be tasked with functions including the loading of meter reads and accounts, verifying the calculation of customer bills and processing of statements. On occasion, the billing rep will assist in researching problems, making account adjustments or corrections, and performs other duties as assigned.

Excellent time management, listening skills, attention to detail, accuracy, adaptability and stress management skills are essential.

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### Essential Duties & Responsibilities

- Analyze multiple meter reading verification reports for each route
- Awareness of current weather conditions and understanding of historical usage
- Research irregularities in electric, water and wastewater usage
- Verify and confirm reads using various software; MeterSense and Itron
- Knowledge of solar meters, their billing and banking net usage
- Check high usage accounts for continuous usage indicating potential leaks
- Monitor vacant and disconnected accounts for usage, research unexplained usage and reach out to other departments, as needed
- Estimate usage based on account history and NBU estimation guidelines
- Prorate usage based on read dates and service periods
- Strong knowledge and understanding of current rates, account classifications and miscellaneous fees added by multiple departments
- Ability to calculate all bill charges manually using current rates and usage
- Ability to validate system prorated charges during rate changes
- Create billing files with correct file type and send to outsourced bill print processor
- Check billing statements for accuracy prior to approving for mailing
- Post billing batch and check each route for unbilled accounts
- Research unbilled accounts and reason, follow-up if necessary
- Check and confirm miscellaneous fees such as impact, meter set fees, reconnect and admin charges on all accounts
- Verify City services are added and billing accurately on applicable accounts
- Review account classifications, service periods, bill codes and charges on all first bills
- Confirm auto draft is added to delayed accounts
- Manage damage claims from water and electric ops, bill accounts in GP Dynamics and NorthStar

### Coordination and Communication Between Departments

- Schedule rereads, meter investigations and general service orders
- Frequent verbal and written communication with Metering, Water and Electric Ops regarding meter reads, missing meters, stopped meters and usage/read issues
- Frequent verbal and written communication with Customer Service regarding customer fees, services, auto-pay and service order issues
- Notify Customer Service and Conservation and Customer Solutions departments of customer water issues, such as

high usage and continuous consumption. Send customer letters when applicable.

- Verify impact fees, meter set fees, D/R fees and damaged meter charges with New Construction Department, when needed.

### Software and Basic Skills

- Proficiency in NorthStar CIS and GP Dynamics
- Proficiency MDM systems, such as MeterSense and Itron
- Ability to identify and troubleshoot minor technical issues in the event working from home is necessary
- Excellent verbal and written communication skills
- Exceptional time-management and multi-tasking ability
- Strong analytical skills, attention to detail, ability to identify trends and patterns of usage and discrepancies

### GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

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### Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: One Year or More

Other: [Click or tap here to enter text.](#)

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### Certification and Licensures Requirements

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### Other Minimum Qualifications

- One to two years of experience with NBU and a thorough understanding of billing cycles and policies required.
- Two years of billing experience occupying a position that utilizes strong analytical skills in any industry may be substituted for experience at NBU.
- Ability to operate various standard office machines with accuracy and dexterity.

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### Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Software Knowledge

Click or tap here to enter text.

## Experience with Machines, Tools, Equipment and Other Work Aids

Copier, fax, scanner, computer and calculator

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### Physical Demands

#### Standing: Rarely

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

#### Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

#### Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

#### Lifting: Rarely

- Supplies
- Equipment
- Files

#### Carrying: Never

- Supplies
- Equipment
- Files

#### Sitting: Constantly

- Desk Work
- Meetings
- Driving

#### Reaching: Rarely

- For Supplies
- For Files

#### Handling: Frequently

- Paperwork
- Monies

#### Kneeling: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

#### Pushing/Pulling: Rarely

- File Drawers
- Equipment
- Table and Chairs
- Hose

#### Climbing: Rarely

- Stairs
- Ladder
- Step Stool
- Onto Equipment

#### Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

#### Foot Controls: Never

- Driving
- Operating Heavy Equipment
- Dictaphone

#### Balancing: Never

- On Ladder
- On Equipment
- On Step Stool

#### Bending: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

#### Crouching: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

**Crawling:** Rarely

- Under Equipment  
 Inside Attics/Pipes/Ditches

**Twisting:** Never

- From Computer to Telephone  
 Getting Inside Vehicle

**Hearing:** Frequently

- Communication Via Telephone/Radio/To Co-Workers/Public  
 Listening to Equipment

**Talking:** Frequently

- Communication Via Telephone/Radio/To-Co-Workers/Public

**Other:** [Click or tap here to enter text.](#)

**Environmental Factors**

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Health and Safety Conditions**

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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**Primary Work Environment:** Choose an item.

Other: Click or tap here to enter text.

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### Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

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### Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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**Employee Statement of Understanding**

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

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Employee's Signature

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Employee's Printed Name

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Date