

CITY OF ROSEVILLE

SENIOR SOLID WASTE UTILITY BILLING TECHNICIAN

DEFINITION

To organize, assign and review the work of staff assigned to a variety of technical duties related to the solid waste billing system and associated customer service activities for residential and commercial customers; and to provide administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Solid Waste Utility Billing series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and perform complex technical work related to processing and calculation of solid waste billing. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Refuse and Stormwater Utility Manager

Exercises direct supervision over assigned office support personnel and technical and functional supervision over technical personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, lead, review, and participate in the work of staff involved in a variety of technical duties related to solid waste billing system activities and customer service activities.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

Perform a variety of specialized duties involving the review and processing of various financial records and solid waste processes and procedures; review and analyze invoices to ensure accurate revenue collection.

Evaluate the City's utility billing system in the course of work, represent the utilities when making

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recommendations for changes to software and related support and associated business practices; review and assess technological changes related to utility billing systems and provide input for strategies to improve the billing system.

Maintain and update instruction documents related to assigned responsibilities including software upgrade testing, work papers and recommendations for customizations and implementation procedures.

Monitor activities of the work unit and as necessary calculate and enter charges for solid waste utility customers and research and resolve account discrepancies; approve and issue credits, debits and adjustments; prepare various reports related to analysis of utility billing records; respond to customer inquiries and complaints according to established policies and procedures.

Perform the most difficult work related to area of functional responsibility, including researching, reviewing, and correcting financial, statistical, and operating reporting documents.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training.

Methods and practices of utility service billing.

Computer programs and technology related to utility billing systems.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, assign and review the work of staff engaged in a variety of solid waste billing and customer service activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach

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equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Perform the most complex and difficult duties related to the solid waste billing system and associated customer service activities for residential and commercial customers.

Interpret and explain pertinent City and department policies and procedures.

Provide input to the development and monitoring of related program budgets.

Provide input to development of policies and procedures related to assigned operations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Experience:

Two years of experience similar to that of a Solid Waste Utility Billing Technician with the City of Roseville

Training:

Equivalent to an Associate's degree from an accredited college or university. Major course work in accounting, office management, business/public administration, or a related field is desirable.

License or Certificate

Possession of a valid California driver's license by date of appointment.

12-20-17 Senior Solid Waste Billing Technician