



**Department:** Finance  
**Prepared By:** Laura Redwine

**FLSA Status:** Non-Exempt  
**Prepared Date:** April 11, 2016

**JOB TITLE:** Accounting (Utilities) Technician

**SUMMARY:**

Performs utility billing, customer accounts receivable, and technical administration of Incode, Connect, and Tantalus programs, and financial accounting.

**ESSENTIAL DUTIES AND RESPONSIBILITIES LISTED BY PRIORITY/FREQUENCY:**

- Administer Incode, Tantalus (electric), and Connect (water) programs and software, which includes maintaining software updates when available.
- Analyze and verify data received during billing from various software/databases, weekly.
- Process four individual bill cycles per month, using specialized software programs. Prepare file to send to third party billing service to be printed and mailed. Coordinates bill inserts and bill messages between City departments and third party billing service. Prepare file for reminder and disconnect notices to send to the billing service to be printed and mailed.
- Prepare, analyze, maintain, and review a variety of reports, backup/support documentation journals, registers, and other transaction reports, daily.
- Maintain and update billing rates and service charges in Incode, annually.
- Coordinate with Electric Department, Public Works, Building and Planning to set up accounts for billing, or to resolve an issue in the field that relates to customer records. Coordinate red tags with Building and prepare illegal service letters as needed.
- Review customer deposits on account for accuracy, issue refunds or send additional deposit letters to customer, weekly.
- Handle customer complaints and concerns related to water, wastewater, electric, and solid waste service. Investigate water and power thefts, as needed.
- Process end of day daily cash receipts and reviews deposit for accuracy prior to taking to bank.
- Process, maintain, and manage past due and bad debt collections. Prepare monthly bad debt write off expense.
- Review customer accounts receivable balances for accuracy, weekly.
- Prepare and submit ACH files for customer billing. Set up and monitor customer payment arrangements and HEAP payment pledges.
- Prepare and send out automated calling for shut off list each week.
- Process adjustments for billing, posting penalties, fees, returned checks, and misapplied payments. Research banking issues with bank and credit card merchant.



- Assist and coordinate biannual clean up days (Trash the Trash) and other utility service promotions.
- Maintain postage machine, ordering supplies, load updates and postage, as necessary.
- Order forms relating to internal use of utility bills, shut off notices, envelopes, a variety of door hanger notices and related forms.
- Assist and help prepare for annual financial statement audit and annual budget utility revenue reports.
- Provide back up to Customer Service Representative taking payments, new service, disconnects, answering phone calls, etc., as needed.
- Cross trained and can serve as back up to Accounting Personnel Technician and Accounting Accounts Payable Technician.
- Assist with budget, utility revenues, and accounts receivable special projects, as needed.
- Perform related duties as assigned.

#### **MINIMUM QUALIFICATIONS, EDUCATION, AND EXPERIENCE:**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required.

- High school diploma or general education degree (GED); AA degree preferred.

#### **PREFERRED QUALIFICATIONS AND EXPERIENCE:**

- Two to three years related accounting experience; or equivalent combination of education and training. Type a minimum of 45 words per minute and experience working in Microsoft Office with excellent proficiency in Excel.
- Ability to read, analyze, and interpret technical procedures and governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and response to questions from groups of managers, customers and the general public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, and rates. Ability to apply concepts of basic algebra and geometry.

#### **REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:**

- Valid California Class C driver's license.

Every individual holding this position must possess and maintain all certificates, licenses and registrations required by law at the current time or in the future.



**PHYSICAL DEMANDS:**

- Sitting, standing, walking, climbing, grasping, lifting, manual dexterity, clear speech, clear hearing, clear seeing and driving. Ability to occasionally lift/move 25 pounds.
- 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.
- **WORK ENVIRONMENT:**
- Generally indoors in a temperature controlled office.
- Noise level is usually moderate.
- Verbal, face-to-face contact, email, and telephone.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.