

**EMPLOYMENT OPPORTUNITY  
UTILITY BILLING TECHNICIAN**

City of Vidalia is accepting applications for Utility Billing Technician.

**Purpose:** To coordinate and supervise accounting functions in support of city operations.

**Desired Minimum Qualifications:**

- A. High school diploma or equivalent required
- B. Two (2) years or more of related experience required
- C. Any equivalent combination of education and experience
- D. Must possess a valid State driver's license or have ability to obtain one prior to employment
- E. Be able to pass city requirements for background check

Position shall be full-time and has excellence benefits. If interested, contact Shikima Johnson, HR Director at City Hall 912-537-7661 for a full job description and application or visit our website at [www.vidaliaga.gov](http://www.vidaliaga.gov). Applications will be accepted through **May 13, 2022 until 5:00 p.m.** or until filled.

**The City of Vidalia is committed to providing all persons with equal access to its services, programs, activities, education and employment regardless of race, color, national origin, religion, sex, familial status, disability or age.**



## Utility Billing Technician Finance

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### JOB SUMMARY

This position performs technical and customer service duties in support of the utility billing operations.

### MAJOR DUTIES

1. Reviews and evaluates meter reading data.
2. Processes water, solid waste, and sewer bill payments.
3. Runs and saves daily reports.
4. Processes online and bank payments.
5. Processes returned checks.
6. Completes billing processes and prepares bills for mailing.
7. Runs and prepares late notices for mailing.
8. Responds to email and telephone calls from customers.
9. Posts end-of-day reports.
10. Completes work orders.
11. Processes deposit refunds.
12. Sets up new water accounts.
13. Receives tax payments.
14. Performs related duties.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of modern office practices and procedures.
2. Knowledge of modern office equipment.
3. Knowledge of customer service standards.
4. Knowledge of department billing and collection procedures.
5. Knowledge of basic mathematical principles.
6. Skill in the operation of computers and job-related software programs.
7. Skill in decision making and problem solving.
8. Skill in dealing with the public.
9. Skill in oral and written communication.

### SUPERVISORY CONTROLS

The City Clerk/Finance Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include department and city policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

### **COMPLEXITY/SCOPE OF WORK**

- The work consists of related technical and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide technical and customer service support for the city's utility billing operations. Success in this position contributes to the efficiency and effectiveness of those operations.

### **CONTACTS**

- Contacts are typically with co-workers, other city personnel, software vendors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed sitting at a desk or table or while intermittently sitting, standing, walking, or stooping.
- The work is performed in an office.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

### **MINIMUM QUALIFICATIONS**

- High school diploma or equivalent required.
- More than two years of related experience required.