

## **BILLING COORDINATOR**

### **DEFINITION**

Under general supervision, performs a variety of tasks involved in the production of sanitation bills, maintenance of billing records, and handling customer service issues.

### **DISTINGUISHING CHARACTERISTICS**

This position is under the supervision of the Solid Waste Manager and may be required to assume a higher degree of responsibility in the absence of the Solid Waste Manager. This position is distinguished from Senior Account Clerk by skill level of tasks performed and by the nature and extent of supervision received.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Plans, organizes, and implements tasks necessary to produce sanitation bills on schedule; researches and implements projects which will improve operations within the division; reviews printouts and registers to ensure accurate billing records; updates procedures as needed; assists with implementation of new billing software programs; coordinates with bulk mail service to ensure city materials comply with USPS requirements; maintains inventories of bill stock, letter stock, department supplies and documents; keeps track of postage account; calls delinquent customers to answer questions and inquire about status of past due accounts; researches billing issues and provides detailed explanations to customers; explains City policies and procedures to customers; checks lists for appropriate destruction/pull dates; prepares statistics on division work products; authors original correspondence; enters data into billing system; calculates adjustments to bills; takes customer service phone calls; may train other clerks; utilizes computer software programs competently; routinely adheres to and maintains a positive attitude; establishes and maintains effective work relationships with supervisor, fellow city employees, customers, and outside agencies; operates City vehicles and equipment in a safe and efficient manner; and performs related duties as required.

### **EMPLOYMENT STANDARDS**

**Training and Experience** - Graduation from high school/GED and three (3) years experience in billing and customer service operations. Supplemental courses in supervision or management desirable.

**Knowledge & Abilities - Knowledge of:** the principles of customer service; account record keeping procedures; business math; accounting principles, procedures and terminology; methods of planning work activities to meet deadlines; effective telephone techniques; principles of motivation; modern office equipment; computer programs including Microsoft Word and Excel; computerized billing and payment systems; proper English usage, including vocabulary, spelling, punctuation, and grammar; techniques of resolving disputes and handling difficult and angry customers.

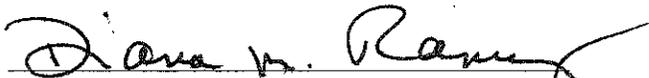
**Ability to:** produce bills on a fixed schedule; handle customer service issues; plan and organize work to meet fixed deadlines; review and analyze reports and procedures and develop strategies for maximizing efficiency; research and find answers to billing questions; calculate credits, partial bills, and charges; communicate and work effectively with the public, fellow employees, and other agencies; handle multiple tasks; provide timely, sympathetic, and courteous customer service; diplomatically resolve customer service issues; communicate clearly and concisely, both orally and in writing and must be able to be understood; utilize relevant computer programs and learn new programs; author original correspondence; enter data into computer using 10 key pad and full keyboard with accuracy and speed; establish and maintain cooperative work relationships with fellow City employees, customers, and outside agencies; operate City vehicles in a safe and appropriate manner.

**Licenses & Certificates** - Possession of a valid, California Class "C" driver's license.

### **WORKING CONDITIONS**

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes up to 25 pounds and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

**APPROVED:**

  
**DIRECTOR OF HUMAN RESOURCES**

**DATE:** May 24, 2006

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position

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