

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: 11/03/08	CLASS TITLE: CUSTOMER SERVICE BILLING TECHNICIAN	CODE: 09374
	MAJOR AGENCIES: WATER SERVICES (Customer Services)	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: Full performance level in the billing field requiring considerable knowledge of billing procedures in water/sewer areas; under general supervision, prepares billing and back up data and responds to customers' questions; interacts with multiple sources to resolve complex problems connected to billings. Performs rank 1 and 2 duties 60% of time and must also perform rank 3, 4 and 5 duties.

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	40	Investigates, identifies and corrects account billing issues utilizing billing software, historical records, discussion with other divisions, customers or governmental entities. Corrections often include thorough account analysis utilizing multiple billing software screens to identify extent and nature of problem, weighing and determining the appropriate solution to the problem, processing all appropriate paperwork including work orders preparation, billing system corrections, and composing customer correspondence. Difficult corrections may be explained to customer either in person or via telephone. Spreadsheets are prepared to help document and explain complicated corrections.	<p>Knowledge of: 2(bookkeeping), 4(accounting), 11a(public relations), 11b(human relations), 13(office practices and procedures), 14(government structure and process), 17(business), 20(natural sciences-basic plumbing, meter reading), 22(electronic data processing-PC operating systems); Skill in: 25(typing), 27(data entry), 29 (equipment operation-computers-software Excel and Word); Ability to: 30b(recognize unusual or threatening conditions and take appropriate action), 30g(understand system of mechanical or other procedures), 30h(apply principles to solve practical, everyday problems), 30i (deal with variety of variables in somewhat unfamiliar context), 30j(interpret variety of instructions in written, oral, picture or schedule form), 30k (understand practical field of study), 30l(define problems, collect data, establish facts and draw valid conclusions), 30n(deal with many variables and determine specific action), 31b(read, copy and record figures accurately), 31d (calculate fractions, decimals and percentages), 31e(use algebra), 31g(use statistical analysis), 32h(copy material accurately and recognize grammatical and spelling errors), 32i(maintain accurate records), 32l(write routine business letters reflecting standard procedures), 32n(understand manuals and verbal instructions, technical in nature), 32o(prepare meaningful, concise and accurate reports), 32q(use proper research methods in gathering data), 33b(sort items into categories according to established methods), 33d (check pairs of items that are similar or dissimilar), 33e(gather, collect and classify information about data, people or things), 34b(work alone on</p>
2	20	Prepares customer accounts for water and sewer billing utilizing computer-uploaded meter reads, card reads, customer call-in reads, work order reads, readings from other government entities and estimated reads. Reviews reports to identify any questionable reads. Takes appropriate action to verify reads by issuing a work order, investigating account history, contacting other governmental entities. Monitors billing process to ensure integrity of bills and to maintain daily billing schedule. Preparing accounts for billing may include converting reads from gallons to cubic feet, hand calculating bills for large consumers, addressing meter changes or meter dial problems. Provides special handling for large user accounts by maintaining a calendar of large user monthly and quarterly billing schedule, preparing special bills, and sustaining personal contact. Formats disks containing read information received from other entities. Processes reports to verify accuracy of reads received from other entities. (Performs Related Duties As Required)	

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: (Including License, If Any)
Equivalent to high school diploma; three (3) years office experience including billing procedures or bookkeeping, one (1) year customer problem resolution experience and one (1) year experience with Microsoft Excel and Word. - **OR alternative, equivalent evidence of the Minimum Class Requirements.**

TRAINING & DEVELOPMENT:

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CLASS CONCEPT:

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
3	20	Prioritizes work orders, scans work orders attaching them to appropriate customer accounts, alerts all pertinent parties about required revisions, prepares and schedules follow up work orders, and completes work orders. Work order completion includes using billing software to process work order, using multiple screens to do meter changes, termination or reactivating customer accounts, finalizing accounts, adding fees, troubleshooting accounts, interpreting field notes to determine further action, calculating and entering account adjustments. Processes corrected billings.	most tasks), 34c(cooperate with co-workers on group projects), 34d(answer routine telephone inquiries from public), 34f(handle sensitive inquiries from and contacts with officials and general public), 34i(resolve complaints from angry citizens and government officials). (*Developed After Employment)
4	15	Processes customer requested leak adjustments, pool adjustments, meter leak adjustments and sewer waivers by researching and investigating accounts and determining customer's eligibility. Calls customers, plumbers and other water utilities. Composes correspondence and spreadsheets where needed. Performs complicated calculations to determine adjustment needed.	
5	5	Communicates via radio and telephone to provide assistance to field personnel. Researches and investigates records and files to provide requested information utilizing billing software, spreadsheet applications, scanned documents and hardcopy files.	
		(Performs Related Duties As Required)	

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) (Other Evidences May Be Substituted)	TRAINING & DEVELOPMENT:
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