

PUBLIC NOTICE

The Hyde County Utilities Department is now accepting applications for one Billing and Collection Technician.

Must possess a Driver's License valid in the State of North Carolina.

Requires any combination of education and experience equivalent to graduation from high school.

The salary will start at a grade 62 with a starting salary of \$26,138.00. Hyde County provides an employee benefits package, including membership in the NC Local Government Retirement System.

All applicants must complete a Hyde County application form found at (www.hydecountync.gov) or obtain an application from the Utilities Department. A resume may be attached, but is not a substitute for an application. Incomplete or unsigned applications will not be accepted.

**All applications must be returned by July 25th by 5p.m. to the
Hyde County Utilities Department
1095 Main St.
PO Box 66
Swan Quarter, NC 27885**

Hyde County is an Equal Opportunity Employer.

Billing and Collections Technician

General Statement of Duties

Performs accounting-related and administrative support work in the billing, collections, and customer service functions of the Utilities Department.

Distinguishing Features of the Class

An employee in this class performs accounts receivable work in the billing and collection of utility accounts. Duties include establishing and terminating customer accounts, generation and mailing of water bills ensuring the accuracy of all billings; collecting and posting payments and handling customer inquiries relating to billings, payments and general customer service. Duties also include resolving billing discrepancies and coordinating with the utility field staff to initiate or terminate services. Duties require multiple procedural steps and knowledge of the utility billing and collection processes and of the computer applications involved. The work includes considerable public contact functions and requires considerable tact and courtesy to resolve complaints and the ability to diffuse angry customers. Work is performed under the supervision of the Billing and Collections Manager and is evaluated through observation, conferences and by accuracy and timeliness of records.

Duties and Responsibilities

Essential Duties and Tasks

- Coordinates the billing cycle activities of the office with water meter reading personnel; uploads meter reading devices with customer accounts for use in the field; downloads readings into billing system; schedules the cutting on and off of services to customers; prepares work orders on various service needs for field staff.
- Prints edit list and reviews after initial meter readings are entered; identifies potential misreads and other potential problems; determines which meters require re-reading; requests re-reads for errors; makes adjustments to re-reads.
- Establishes new customer accounts; insures proper initial readings are entered to begin account; verifies changes of service and leave service balance of previous customers; establishes, updates, and deletes accounts for multiple temporary development needs.
- Processes, prepares and sends water bills; resolves returned mail discrepancies; determines correct addresses; prepares correspondence, applies penalties and mails delinquent bills.
- Receives water bill payments from customers, provides receipts for payments; posts payments in database; processes improper payments, partial payments, electronic draft and full payments in accordance with established processes and procedures.

- Processes credits; calculates refunds and/or applies to final bill for customers closing their accounts; prepares check orders for refunds of over payments for terminating accounts.
- Assists customers, clients, and visitors with information in accordance with departmental policies; answers inquires and complaints from customers, researches problems and provides answers to questions; refers more difficult situations or bill adjustments to supervisor for resolution.
- Provides administrative support to the department as well as limited support to other departments; establishes and maintains files and records; orders, distributes and maintains inventory of supplies; prepares and submits purchase orders as needed; answers phones, takes messages; prepares and/or edits and sends correspondence and other duties as assigned.

Additional Job Duties

- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Considerable knowledge of the County's policies, procedures and billing cycles regarding water billings.
- Considerable knowledge of modern office procedures and related office information technology equipment, software, and peripherals particularly the water billing and collections software application.
- Working knowledge of County ordinances, procedures and practices related to area of assignment and of the organization's administrative, personnel and purchasing procedures.
- Working knowledge of state statutes related to utility billing and collections functions.
- Working knowledge of water meter reading operations.
- Working knowledge of accounting principles and practices.
- Skill in the use of information technology equipment and associated software such as word processing, spreadsheets and data bases used in billing and collection duties.

- Ability to create and maintain accurate records, reports, and files in support of a water billing and collection function.
- Ability to operate calculator, computer terminal, and related office equipment at the desired level of speed and accuracy to do accounting and word processing work.
- Ability to communicate effectively in oral and written form.
- Ability to establish and maintain effective working relationships with supervisors, coworkers, customers and the general public.
- Ability to deal effectively with the public in a tactful, firm and effective manner while conducting the County's business.

Physical Requirements

- Must be able to physically perform the basic life operational functions of stooping, crouching, lifting, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Must possess the visual acuity to prepare and use figures and statistics, to operate a computer terminal, to do extensive reading and to determine accuracy of work performed.

Desirable Education and Experience

- Graduation from high school, supplemented by business courses and some experience in a billing operation involving public contact and use of billing and collection software; or an equivalent combination of education and experience.