

Utility Billing Clerk II (Regular)

Job Requisition	JR-2024-106 Utility Billing Clerk II (Regular) (Open)
Job Family	CUPE
Start Date	2024-03-28
End Date	2024-04-12
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/City-Hall-Building/Utility-Billing-Clerk-II--Regular-_JR-2024-106
Description	Closing Date: Apr 12, 2024 Internal closing date: April 5, 2024 Hourly Rate: 36.27

Job Description

NOTE: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Reporting to the Utility Billing Supervisor, this position provides customer service, maintains the utilities sub-ledger system, assists in production of the quarterly utility billing, and addresses a variety of utilities related issues with a wide range of customers.

Duties Include:

- Assists with the timely and accurate billing to customers and excellent customer service in the area of Utilities.
- First point of contact to respond to high volume of telephone and counter inquiries and complaints concerning utility bills.
- Reviews complaints, interprets the bylaws and procedures in place, determines eligibility for adjustments and obtains approval for identified adjustments to customer account(s).
- Complete Utility adjustments to utility accounts and escalate complex adjustments to Utility Billing Supervisor based on bylaw requirements.
- Assists with the meter reading function, including data loading and verification.
- Assists with the utility billing function including the production and distribution of utility account bills and notices.
- Corresponds with public and internal departments to resolve issues related to the Utility work unit.
- Completes quarterly automatic payment plan payments and bank file and resulting Non-sufficient Funds transaction adjustments.
- Maintains regular communication with Utility operations departments to ensure timely implementation of process improvements and adjustments resulting from required changes.
- Prepares and reviews meter reading edit lists for accuracy and to ensure all accounts are billed. Reviews new owners, completes title transfers and adjusts billing rates when necessary.
- Updates utility sub-system relating to strata and new tenant changes.
- Maintains computerized utility rate code file in compliance with bylaw.
- Understand the full cycle of Utility billing processes in accordance with the bylaws and how each department piece fits.
- Documents relevant information on telephone and counter inquires and complaints according to procedures.
- Acts as the primary contact for requests for inspections and inquiries and then forwards

- requests to Operations division for further action.
- Prepares miscellaneous journal vouchers as required for Utilities reconciliations and adjustments.
 - Inputs new accounts with accurate billing codes.
 - Ensure Utility Billing procedure manual documentation is current and updated
 - This position will provide backup to other Finance staff as required.
 - Performs related work as required.
 - All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Business Administration, Accounting or Commerce Diploma.
- Two year's experience dealing with the public in a customer service role and working with a computerized accounting system.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Excellent communications (verbal and written), interpersonal and customer service skills are required.
- Ability to understand, interpret, operationalize and enforce City of Vernon policies, bylaws and procedures.
- Ability to exercise tact and courtesy in exchange of information with other City employees, departments and the public.
- Effective organization, time management and multi-tasking skills to prioritize and complete work in an environment with high volume, while paying close attention to detail.
- Knowledge of and ability to use word processing, spreadsheet and project scheduling programs and databases.
- Ability to produce legible and accurate work.
- Proficient with calculator (minimum 100 keystrokes per minute on number pad).
- Ability to withstand stress and pressure created by a high volume, deadline driven environment.

Preferred Education And Experience:

- Bachelors of Business Administration with a specialty in Accounting, or equivalent.
- Two years' experience in a municipal setting.
- Tempest experience is an asset.

To Apply:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using one of the following methods:

- Online at www.vernon.ca/ by selecting "apply" and creating a candidate profile.
- By Fax: (250) 550-3551

Internal Applicants:

- Internal applicants are asked to apply using their worker profile.
- By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview



will be contacted.

Worker Sub-Type	Permanent
Location	City Hall Building
Time Type	Full time
Locations	
Supervisory Organization	Financial Operations