

Utility Billing Clerk I (Part Time)

Job Requisition	JR-2024-194 Utility Billing Clerk I (Part Time) (Open)
Job Family	CUPE
Start Date	2024-07-24
End Date	2024-08-08
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/City-Hall-Building/Utility-Billing-Clerk-I--Part-Time-_JR-2024-194
Description	Internal Closing Date: Aug 1, 2024

External Closing Date:

Aug 8, 2024

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

Hourly Rate:

31.9

Scheduled Weekly Hours:

20

Job Description:

Reporting to the Utility Billing Supervisor, this position assists the utility billing team in the production of the quarterly utility billing and provides customer service.

Duties Include:

- Responds to a high volume of telephone and counter inquiries from the public related to utilities.
 - Assists with the excellent customer service in the area of Utilities.
 - Assists with customer complaints, and determining eligibility for adjustments.
 - Assists with the preparation of miscellaneous journal vouchers, and adjustment batches.
 - Assists customers with completing utility forms.
 - Assists with correspondence to the public and internal departments on Utility related issues.
 - Documents relevant information on telephone and counter inquiries and complaints according to procedure.
 - Assists with the inputting of new customer accounts.
 - Assist with the meter read reviews to ensure accurate billing.
 - Perform quarterly consumption reviews and identify high or low consumption discrepancies.
 - Other batch computer input as required.
 - Updates and maintains procedure manuals on a regular basis.
 - This position will provide back up to other Finance staff as required.
 - Performs other related work as required.
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- 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 Certificate.
- Two years experience dealing with the public in a customer service role including working within a computerized accounting system.

- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Excellent verbal and written communication skills in sensitive subjects which require discretions.
- Ability to understand and follow City of Vernon bylaws, policies and procedures.
- Proficient with calculator (Minimum 100 key strokes per minute on number pad).
- Ability to exercise tact and courtesy in exchange of information with other City employees, departments and the public.
- Knowledge of and ability to use various computer word processing, spreadsheet, databases and specialized accounting software.
- Ability to withstand stress and pressure created by a deadline driven environment and sensitive nature of work.
- 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.

Preferred Education and Experience:

- Business Administration Diploma – Accounting.
- 2 years' experience in a municipal setting.

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/ start your application by selecting "apply".
- 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	Part time
Locations	
Supervisory Organization	Financial Operations