

**City of Dallas  
Classification Specification**

<b>Title:</b>	<b>Utility Billing Specialist</b>	<b>Class Code:</b>	<b>40044</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>D</b>
<b>Supplemental/Code:</b>	<b>Office &amp; Clerical/4</b>	<b>Established:</b>	<b>10/01/2014</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Revised:</b>	

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**Position Purpose:**

Provides entry level tasks in response to customer billing inquiries, complaints and/ or request. Perform standard customer account maintenance activities and related work as required under general supervision.

**Essential Functions:**

1. Responds to customer inquiries regarding utility services, account activity, and billing questions.
2. Processes routine entry level changes/corrections in SAP billing system to support accurate and efficient billing process.
3. Performs various collection and customer service activities to include contacting customers by phones, making payment arrangements, correcting and resubmitting invoices to internal and external collection department.
4. Utilizes accounting debit/credit principles to evaluate account payables and receivables to explain and evaluate account history.
5. Performs entry level clerical, analysis and data entry related to payments received and customer accounts; including opening, closing, and transferring accounts and performing adjustments to accounts.
6. Researches utility account transactions to respond to customer inquiries concerning billings, payments, fees, adjustments, disconnects, rereads, and consumption issues.
7. Exercises diplomacy and professionalism and maintains strict confidentiality in accordance with Red Flag rules.
8. Prepares clear and concise spreadsheets and correspondence at a basic level.
9. Regular, reliable and punctual attendance is an essential function of the job.

**Knowledge, Skills and Abilities Required to Perform Work:**

Thorough knowledge of cashiering procedures and basic bookkeeping and accounts receivable procedures.

Demonstrates Critical and Analytical thinking skills.

Ability to learn to examine source documents and review for accuracy and discrepancies.

Ability to be tactful and courteous to the public.

Ability to perform detailed arithmetical calculations quickly and accurately.

Ability to learn to interpret customer accounts and consumption records, and explain District policies, rate ordinances and services.

Ability to update and maintain a variety of records and prepare basic level spreadsheets related to billing.

Ability to follow direction in assembling data, preparing accurate reports and maintaining detailed records.

Ability to prepare routine business correspondence, under guidance and review.

Ability to operate standard office equipment, personal computers, ten- key calculator, and related accounting and billing software.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Ability to communicate effectively both orally and in writing with a wide variety of people.

**Working Conditions and Hazards:**

Work performed under normal office conditions.

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The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.