

UTILITY BILLING CLERK

EXEMPT OR UNION: Union**DEPARTMENT:** Corporate Services**SALARY LEVEL:** Grid 1, Band 9 (270 JEC Points)**DIVISION:** Financial Services**LOCATION:** Field Road**SUPERVISOR:** Manager, Financial Services**APPROVED BY:** Manager, Financial Services**UPDATED:** May 2025*Replacing: Utility Billing Clerk**Previous Version: September 2024*

SUMMARY Under the general direction of the Manager, Financial Services, this position supports and assists the Utility Billing Clerk with the administration of parcel tax and the utility billing programs for the Sunshine Coast Regional District, ensuring timely and accurate billing is delivered with a strong customer service focus.

KEY RESPONSIBILITIES *include:*

1. Assists with maintaining the utility billing system, performing full cycle utility billing under guidance of the Utility Billing Coordinator, from preparing utility accounts and coordinating the timely upload of accurate data to invoice issuance, penalty application, and transferring to taxes as applicable.
2. Acts as the primary source of contact for external utility billing inquiries; responds to general telephone calls, front counter inquiries, electronic communications and complaints concerning utility bills, escalating complex or difficult requests to the Utility Billing Coordinator as required.
3. Maintains effective communications with utility operators, engineering and other internal departments as they relate to utility billing processes.
4. Maintains utility billing customer accounts and associated records in accordance with standard operating procedures.
5. Provides divisional support to Financial Services assisting with accounts payable and accounts receivable processes as required.
6. Complies with and promotes safe work practices and procedures to effect a safe and healthy work environment.

TYPICAL ACTIVITIES *include:*

1. Assists with administering the utility billing system including calculating and preparing annual, quarterly and pro-rated billings according to specific timelines.
2. Provides information and assistance to the public on a variety of routine matters related to utility billing services and account administration, investigating and escalating issues to the Utility Billing Coordinator as required.
3. Processes land changes, creates new and/or modifies existing utility and parcel tax accounts, and assigns the appropriate utility service and parcel tax charges.

4. Processes new service applications and utility account conveyances for the provision and/or termination of water, wastewater and garbage services.
5. Provides general support to the water metering program, reviews and uploads meter readings, inputs new meter inventory and assigns meter installations to accounts within the utility billing software.
6. Processes utility account adjustments in accordance with applicable legislation, policies and guidelines.
7. Prepares monthly reconciliations of the utility billing system to the general ledger.
8. Prepares routine standardized utility billing reports and statistics for review.
9. Provide Finance divisional support performing routine processing of accounts payable and receivable as required.
10. Other related duties as assigned.

QUALIFICATIONS, EDUCATION, AND EXPERIENCE

- Completion of Grade Twelve (12) or equivalent.
- Certification in a relevant discipline equivalent to fifteen (15) credits of post-secondary administrative support or business courses from a recognized post-secondary institution.
- Minimum of one (1) year's related office experience including providing customer service, preferably in a municipal setting.
- An equivalent combination of education and experience may be considered.

OTHER SKILLS/KNOWLEDGE

- Interacts effectively with customers, by phone, in person or through electronic communication, demonstrating a strong customer focus and an ability to defuse confrontational situations.
- Proficient in Microsoft Office Word, Excel, Outlook and Adobe DC Standard.
- Proficiency with computerized financial and land management software, preferably Business World (Unit4) and Tempest.
- Ability to work with a high level of accuracy and strong attention to detail, adapting to changing business processes as required.
- Excellent organizational skills with the ability to perform multiple duties simultaneously within deadlines.
- Demonstrates a high degree of tact, diplomacy, and discretion.
- Ability to work effectively in a team environment and independently.