**JOB DESCRIPTION**

**TITLE: Billing Specialist**

**DEPARTMENT: City Hall/Office**

**JOB SUMMARY:**

The Billing Specialist performs a broad range of administrative work involving billing processing and consumptions for residents. Reports to and works under the general direction of the Office Manager. Performs clerical work of moderate difficulty, involving typing, filing methods, customer contracts, bill processing, new and closed account processing and assisting with inquiries, complaints and problem resolution. Handles confidential and/or sensitive information requiring the use of discretion and tact. Knowledge of administrative practices, operation of Microsoft Office software including Outlook, Word, Excel, and software specific to police and court operations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following are descriptive of essential functions of the job and do not include other nonessential duties that may be required. The Town of Mason retains the right to modify or change the duties or essential functions of the job at any time.*

* Collects water and sewer bills, City taxes, City fines and other payments to the City and posts to proper accounts.
* Assists City Court Clerk with entering and processing fines.
* Respond to requests for information from the public and other municipalities.
* Answers telephone calls and responds to complaints.
* Performs various clerical tasks i.e., mailing tax statements, monthly bills, and completing purchase orders
* Perform general office duties such as typing and proofreading correspondence, distributing and filing official forms.
* Collaborate with other staff to assist in the development and implementation of goals, objectives, policies and priorities.
* Performs related duties as required.
* Knowledge of modern office practices, procedures and equipment.
* Ability to type accurately, keep records and perform routine clerical tasks.  Knowledge of business telephone manners and techniques.
* Ability to converse plainly and directly in a courteous and friendly manner with hostile and uncooperative citizens and assist with resolution of their problems.
* Ability to establish and maintain effective working relationships with the public, City Officials and employees. 
* Assist customer with new contract and service installation
* Adjustments of customer account records.
* Process and post fees monthly to resident accounts
* Compilation and entry of meter reading information into billing

system for monthly customer billing statements.

* Processing and mailing of customer bills.
* Posting of late penalties and related notices.
* Processing of billing registers, trial balances and payment audit

reports

**MINIMUM QUALIFICATIONS:**

* High school degree or equivalent; three (3) to five (5) years of progressively responsible administrative experience and office leadership experience.
* Proof of education, professional training and/or experience is required.
* Microsoft Office (Word, Excel, PowerPoint)
* Professional Appearance
* Exceptional Customer Service