



## ***EMPLOYMENT OPPORTUNITY***

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**Job Title:** **Utility Billing Specialist**  
**Hiring Range:** **Grade 18, \$17.39-\$21.35 per hour**  
**Status:** **Full-time, non-exempt position**  
**Application Deadline:** **Friday, September 17<sup>th</sup>, 2021**

### General Statement of Duties

Performs challenging administrative and fiscal work billing utilities and other services for the Town.

### Distinguishing Features of the Class

This employee is responsible for preparation and review of water, sewer, storm water and solid waste billing and assists customer service with preparation of final bills and account close outs. Additionally, the employee will monitor the Town's meter service system and prepare meter reads and edits for the billing system. Work involves extensive customer contact by phone and in person and requires considerable knowledge of the Town's utility customer service policies and field activities and considerable tact and courtesy in public contact functions and the handling of complex customer issues. Work is performed under regular supervision and is evaluated through conferences, by review of appropriate records and reports and the accuracy and thoroughness of assigned responsibilities.

### Essential Duties and Tasks

Establishes and maintains customer utility accounts and data base; updates accounts with bills, payments, deposits and deposit refunds, address changes, etc.; performs inquiry on accounts to solve customer billing and payment problems; explains processes and fees to customers.

Prints and reviews bill edit lists; prepares and reviews customer utility service disconnection lists and coordinates with other administrative and/or field staff; calculates special bills.

Assists customers with establishing utility accounts; describes and assists customers with utility, solid waste and other municipal services; establishes customer account data base; coordinates connection and disconnection of service with other staff; prepares final bill and determines deposit refunds.

Troubleshoots billing problems with customers, field staff, real estate agents, developers and others; makes adjustments to accounts to correct errors including misreads, posting errors and system leaks; prepares bank drafts for bill payments; prepares final bills when customers move.

Answers complaints from citizens, researches problems, and provides answers to their questions; refers precedent setting issues to higher level management for advice and consultation; creates payment arrangements within policy guidelines.

Works closely with the finance department to prepare information to post utility transactions to general ledger; assists with balancing utility funds and correcting line-item postings as necessary.

Troubleshoots utility billing software and coordinates with software vendor to correct problems as required.

Prepares a variety of records and reports compiling information from the utility customer data base, consumption records and other sources; prepares various documents, records and reports; assists the public and other staff with various projects.

### Additional Job Duties

Assists, trains, and backs up other staff.

Performs related duties as required.

Desirable Education and Experience.

Graduation from high school, supplemented by courses in business or accounting, and considerable experience in a billing and/or collections operation involving heavy public contact and the application of information technology to customer accounts and bills; or an equivalent combination of education and experience.

How to Apply: Please submit a completed employment application, which can be found on the town's website, [www.oakislandnc.com](http://www.oakislandnc.com) under the Job Opportunity page or from the Human Resources Officer. Applications can be emailed, faxed, or mailed (see below). The Town of Oak Island is an Equal Opportunity Employer

Where to Apply: Town of Oak Island  
Attn: Human Resources  
4601 E. Oak Island Drive  
Oak Island, NC 28465  
Telephone: (910) 201-8014  
Fax: (910) 278-9542  
Email: [HR@oakislandnc.com](mailto:HR@oakislandnc.com)