



OSCEOLA WATER WORKS

UTILITY BILLING ASSOCIATE

FUNCTION:

Under the direction of the Utility Business Manager, the Utility Billing Associate is responsible for the utility billing process. The Utility Billing Associate position requires frequent interaction with the public and prompt, professional and courteous service is required.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Responsible for monthly utility billing and disconnection processes.

Responsible for applying utility payments as received and ensuring the correct credits are applied to customer account(s).

Assists with the general ledger, account payable and receivable records and duties.

Assist with Balancing Receipt Management report(s) & breakdown by payment types.

Maintain cash drawer and ensure balancing.

Responsible for performing daily bank deposits and mail drop off.

Assists with all payroll functions.

Responsible for meter reading process.

Implements required policies and procedures regarding collections and customer accounts.

Responsible for maintaining appropriate water use records including applications, disconnections, etc.

Responsible for printing and updating utility locates.

Responds to customer inquiries regarding meter reading, customer billing, collection and customer service.

Responsible for hydrant meter inventory, permits and hydrant meter deposits.

Responsible for maintaining meter inventory and installation report.

Responsible for cleaning, vacuuming, sweeping and mopping of the utility office.

Other duties as assigned by the Utility Business Manager.

QUALIFICATIONS:

High School diploma or GED.

Degree in accounting or business-related field desired.

Experience in a utility office or equivalent.

Knowledge of basic principles of utility accounting.

Knowledge of computer usage, be able to use programs such as Microsoft Excel, Word, Outlook and computer software applications.

Ability to understand and follow written and oral instructions.

Ability to cope with stressful situations calmly, firmly, fairly, courteously, tactfully and with the respect of others.

Ability to maintain an effective relationship with both external and internal customers.

Ability to maintain confidentiality of company records.

Must have a valid Iowa driver license.

PHYSICAL REQUIREMENTS:

Ability to lift 50 pounds.

Ability to remain seated for long periods of time.

Ability to transition from one project to another easily.

Ability to run office equipment.

WORKING CONDITIONS:

Normally inside building.

Frequent exposure to machine noise.

Occasionally in adverse weather conditions.

All the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job duties, responsibilities, or requirements. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. The Osceola Water Board reserves the right to change, modify or combine duties and positions when it is deemed to be in the best interests of the department.

Osceola Water Works is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.