

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (REVENUE SERVICES DIVISION – UTILITY BILLING – LOCATION – 330 WENTWORTH ST. N.)

UTILITY BILLING CLERK – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Utility Billing, the Utility Billing Clerk performs tasks related to the accurate and timely billing and delivery of water, wastewater and stormwater accounts including billing transactions, applies adjustments to accounts as required, assessment and resolution of errors and exceptions. Provides customer service to Hamilton Utility clients, internal staff and external stakeholders.

GENERAL DUTIES

Receives, assesses, and responds to inquiries from staff, financial institutions, law offices, government agencies and the public electronically by email, written or by telephone that cannot otherwise be resolved by customer service staff.

Updates water utility billing database to include meter reads including field activities, meter read scheduling, processing customer reads, resolving customer access issues, updating of account, and billing information for utility billing purposes. Ensures accurate and timely updates of billing information.

Completes various balance adjustments affecting utility accounts. Adjustments include, but are not limited to, adjustments for not sufficient funds (NSF), to correct misapplied payments, penalty and interest adjustments and recalculations, duplicate payments, collections, loans etc. Provides written correspondence if required to advise customer of revised account balance.

Monitors Pre-Authorized Payment Plan accounts and follows-up on discrepancies such as changes in banking information, returned payments, credits and plan changes; ensures adherence to bank transmission timeframes and billing deadlines.

Researches information, analyzes account and composes correspondence in response to account discrepancies from ratepayers, lawyers and financial institutions.

Receives, reviews, and approves forms and supporting documents associated with the utility billing programs with respect to the Lead Loan Program, Service Line Warranties of Canada (SLWC), Water Meter testing, etc. Notifies applications if criteria are not satisfied.

Liaises with external contact centre staff to provide support, guidance, expertise and advise on utility issues. Provides information on policies and procedures, pre-authorized payment plans and programs offered.

Receives, opens, sorts and disburses and processes incoming mail. Responds to inquiries related to bill calculations and/or transfer of arrears to tax accounts. Manages call backs from notices to account holders and property owner(s). Verifies batch entries and listings and executes bill cancellations and immediate re-billing. Performs transfer adjustments and related penalty calculations and any reversal of fees as required.

Maintains the collection of arrears, calculates and applies penalty and interest charges in accordance with the City's Arrears Policy. Liaises with the tax department to ensure outstanding balances are transferred to the correct roll numbers.

Researches returned bills to determine correct mailing addresses using various online sources and noting accounts.

Assists in the mailing and preparations of utility statements and notices where required.

Monitors the move in/move out process, ensures accurate closing and setting up of new billing accounts. Acts as a liaison with internal departments, external customers, vendors and stakeholders. Assists in customer service escalations related to Utility billing.

Identifies account inconsistencies, prepares work orders regarding meter reads; commence or discontinuance of service; tests meters suspected to be running inadequately. Determines and performs necessary maintenance input of relevant information on utility accounts. Identifies properties that require a verification or final meter reading.

Analyzes data to provide recommendations on water billing procedures or processes. Researches and gathers information related to the billing of water, wastewater, and stormwater charges.

Responsible for reviewing specific billing section variance reports and follows up with the Utility Billing Customer Centre for customer outreach and/or Utility Billing Team Lead for escalations. Reviews and reconciles batch files to verify accuracy prior to bill release.

Documents all communications and interactions, on the customer account accurately and promptly.

Provides hands-on training to new employees and students in established procedures and practices; inform them of available services, department policies and procedures, municipal by-laws and provincial legislation.

Performs system testing to ensure data accuracy, process alignment, and compliance with Billing System updates\upgrades and new services.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated knowledge of basic accounting and related financial reporting requirements typically acquired through a combination of education and relevant experience.
2. Demonstrated ability to reconcile and balance daily transactions.
3. Previous experience in a customer service environment, working with both internal and external stakeholders, fielding customer inquiries, communicating with tact and diplomacy.
4. Demonstrated ability to work independently with minimal supervision, manage multiple assignments, maintain customer accounts and records, and operate within tight timeline restrictions.
5. Demonstrated ability to quickly and accurately input and manipulate data.
6. Proven ability to work independently and in a team environment as well as a demonstrated strong time management and organizational skills.
7. Experience in utility billing and familiarity with regulations, privacy legislation, policies and by-laws governing utility billing will be considered an asset.

8. Demonstrated experience working in a computerized environment. Proficient working knowledge with MS Office Software with emphasis on Excel at an intermediate level.
9. Must be available to work on weekends as required.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
