



Now accepting applications
for:

UTILITY BILLING SPECIALIST

\$20.68 - \$29.17 per hour

Why City of Hudson?

Because where you choose to work, matters. Because you value giving back to the community. Because you want to be a part of a team that cares.

WEBSITE:

www.hudson.oh.us

EMAIL:

HumanResources@hudson.oh.us

Utility Billing Specialist
A detail-oriented, independent worker with strong customer service skills and an understanding of utility billing processes.

Bettering Today, Welcoming Tomorrow.
Join the Hudson team.

OHIO
HUDSON

What's the role?

The Utility Billing Specialist will perform advanced clerical accounting and customer service support. The position involves responsibility for billing, receipts, work order processing, and customer service in the Utility Billing Office and customer service in the Public Works Administration Office. Applicants are encouraged to visit <http://hudson.oh.us> for more information regarding the recruitment process for this rewarding opportunity.

The Essentials

- Knowledge of office practices and procedures
- Paraprofessional accounting and finance skills
- Strong customer service skills
- Ability to work independently

What you will do...

- Respond to customer inquiries regarding public utilities and city services
- Enter data in electronic databases
- Receive and process utility payments
- Coordinate utility shut-off notices
- Ensure proper posting, reconciling, and depositing of funds



Apply Now!

Applications must be submitted electronically with a resume, to the Human Resources Department via Email HumanResources@hudson.oh.us OR Fax: (330) 342-1794

Please provide a valid email address on your application.

Applications will be open until January 29, 2021.

Are we a Match?

- You are detail-oriented
- You have effective verbal and written communication skills
- You are friendly, tactful, respectful and courteous
- You maintain confidentiality
- You can work well under pressure during city outages or weather-related events

Some of the Perks!

- Comprehensive Benefits:
 - Generous paid leave and group health coverage (medical, dental, Rx, vision, EAP)
 - OPERS retirement (employer contributes 14%; employee contributes 10%)
 - Paid Life & Disability Insurance of \$50,000
 - Employer-provided Health Reimbursement Arrangement of \$2000 single/\$4000 family
- Support for Continuous Learning & Development:
 - Up to \$5,250 per year tuition reimbursement for work-related courses
 - Opportunities for off-site training on software
- Wellness and Engagement Culture:
 - Employee appreciation days and activities
 - Ongoing commitment to robust internal communication and feedback
 - Culture that respects employee views and opinions.



JOIN OUR TEAM!!

The City of Hudson is an Equal Opportunity Employer and maintains a policy of Equal Employment Opportunity for all employees and applicants. The City of Hudson does not discriminate in employment or the provision of services on the basis of race, color, national origin and ancestry, gender (sex), religion, age, disability, sex (wages), military status, genetic information, pregnancy, or any other characteristic protected by Federal or State law.

ACCOUNT CLERK II (Utility Billing Specialist)

FLSA Status: N

Class Code: Non-Bargaining

Updated: 1/07/2021

CLASS SUMMARY

This position performs advanced clerical accounting work. An employee in a position in this class is responsible for the maintenance and processing of data related to specific departmentally assigned duties within an automated office environment. Employee may assist other office support positions within the respective operational area. Work is performed under general supervision of a Department Director or Supervisor with considerable opportunity for exercising independent judgment in accordance with established policies and procedures. This classification is distinguished from Account Clerk I by the level of difficulty of the accounting clerical work and the independence of action characteristics associated with the work. Work is reviewed through system checks and balances and for timeliness, accuracy and adherence to city policies and procedures through review of records and reports, meetings, and annual performance evaluations. Some incumbents may serve as lead worker over subordinate account clerk positions and may be assigned to check the tabulations-accounting related work of meter readers or other clerical/secretarial employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(Any one position may not include all the duties listed nor do the listed examples include all duties which may be found in positions of this class. Allocation of positions to this class will be determined on the amount of time spent in performing the primary duties.)*

Oversees the preparation and processing of utility bills; supervises and participates in receiving, reconciling, and depositing funds, reconciling checks, statements, utility bills and computer summary reports; traces, reviews and reconciles records and support documents and determines corrective measures for adjusting inconsistencies and errors; checks the work of meter readers.

May audit and process payments for contractual work and vendors; invoices, and other financial documents; reviews receiving reports; verifies calculations, extensions, and discounts for services and purchases; schedules accounts payable transactions for discounts; posts expenditure entries and prepares and generates checks for signature; distributes accounts payable checks.

Maintains and audits supply/ equipment expenditure status.

Compiles and sorts documents, such as invoices and checks, substantiating accuracy of transactions.

Reviews data for accuracy, compiles data for entry into computer, enters correct data, computes data for weekly and monthly reports, records specific changes to information or data base, prepares, generates, and distributes weekly, monthly, quarterly or annual reports.

Processes and maintains accuracy of data for accounting systems for a variety of systems or programs, such as payroll, utility billing, accounts payable, inventory control, purchase order invoice tracking, code enforcement or customer inquiry systems; compiles, reviews and compares invoices against purchase orders, shipping/receiving documents, and vendor statements to ensure accuracy.

Develops and maintains computer generated spreadsheets as necessary; posts and reconciles computer transactions; computes and records charges; calculates totals, net amounts and records computations; makes computations on separate adding and calculating machines.

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Maintains filing systems for retrieval and coordination of information within and across operational areas; accepts and posts payments, balances cash or petty cash drawer.

Responds to requests for information from management, employees and the general public; coordinates information and enters work order information into database for appropriate operational areas; prepares sufficiently detailed reports for public meetings and/or discussions; sends notification correspondence and assists in resolution of public or customer concerns.

Prepares, reviews, and coordinates official documents for performance and material contracts for appropriate divisional operation.

Enters data in electronic databases and maintains information and records for accuracy and record retrieval.

Must provide a high level of customer service by being courteous, responsive, respectful and helpful in all interactions with staff, superiors and the general public.

Must establish and maintain effective working relationships with superiors, employees, vendors, financial institutions and the general public.

Must have regular, reliable, and punctual attendance.

Must follow and comply with City rules and policies.

Other duties as assigned.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT *(The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

While performing the duties of this job, the employee is regularly required to sit, stand, and handle or operate standard office equipment. The ability to enter data into computer terminals in a sustained manner is required. The employee is frequently required to talk or hear. Specific vision abilities required by this job include close vision.

MINIMUM QUALIFICATIONS

Work requires possession of a high school diploma, or GED.

Two to three years' experience with bookkeeping, accounting, auditing, and general accounting principles, practices, methods, functions and procedures; or any equivalent combination of education and/or experience that provides the following knowledge, abilities, and skills:

- Knowledge of office practices and procedures.
- Knowledge of modern computer data entry procedures.

City of Hudson, Ohio

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- Some knowledge of, or ability to quickly learn, account clerical procedures and practices endemic to assignment.

Ability to interpret and apply complex policies, regulations, codes, and procedures.

Ability to make accurate mathematical calculations.

Ability to key alpha numeric data quickly and accurately and to recognize and correct data entry errors.

Ability to maintain confidentiality regarding financial matters.

Ability to communicate effectively with a variety of work-related contacts, both orally and in writing.

Ability to effectively plan, organize, schedule, and prioritize activities, tasks, and assignments.

Ability to maintain complex records and prepare meaningful clear, concise, and accurate reports.

Ability to answer inquiries from the public in a respectful, tactful, courteous, effective, and professional manner.

Skill in the use of computer and data-entry equipment.

Skill in establishing and maintaining effective working relationships with superiors, employees, vendors, financial institutions and the general public.

LICENSE, CERTIFICATE, OR OTHER REQUIREMENTS *(All required licenses and certificates must be current, and the privileges granted under each cannot be suspended or otherwise encumbered.)*

None required