



**Utility Billing Lead**

**Opening Date:** October 21, 2024

**Salary Range:** \$25.316 - \$32.326/hour

**Closing Date:** Open Until Filled

*The City of Walla Walla offers a comprehensive benefits package including medical, vision, and dental health insurance. City paid \$50,000 Life/Accidental Death & Dismemberment insurance plus voluntary Life and Long-Term Disability. Washington State Public Employees Retirement Program (PERS) II/III. City match up to 3.5% of base salary for deferred compensation (457(b)). 3% bilingual Spanish premium. Generous vacation leave, sick leave, and eleven (11) paid holidays plus 32 hours floating holidays annually.*

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**NATURE OF POSITION:**

Assist the Customer Service Supervisor with scheduling, planning, assigning, reviewing, and performing the work activities of the Finance department receipting and utility billing functions. Performs a variety of accounting and administrative tasks and related work as required.

**REQUIRED MINIMUM QUALIFICATIONS:**

Four years of college-level course work in business administration, office management, or related field, and five years' clerical, cashiering, or administrative office support experience, or any equivalent combination of education and experience providing the necessary knowledge, skills, and abilities to successfully perform the job.

**DESIRED QUALIFICATIONS:**

Bachelor's degree; bilingual in Spanish.

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**APPLICATION AND SELECTION PROCEDURE:**

A completed City application and resume are required to apply. Applications are available on the Human Resources page of the City of Walla Walla website: <https://wallawallawa.gov>.

Applicants whose experience most closely meets the requirements of the position will be invited to continue in the selection process which will consist of an oral panel interview, reference inquiries and may include a criminal background check and consumer report. Completed application packages can be mailed, emailed or faxed to:

**CITY OF WALLA WALLA-HR**

**15 N. Third Avenue**

**Walla Walla, WA 99362**

Email to [hr@wallawallawa.gov](mailto:hr@wallawallawa.gov) or faxed to (509) 524-7935.

**REASONABLE ACCOMMODATION:**

The City of Walla Walla will provide reasonable accommodation to disabled applicants if requested. Please notify the Human Resources office at least 5 days prior to the need.

**JOB DESCRIPTIONS:**

To obtain a copy of the full job description and class specification for this position, please contact us at: [hr@wallawallawa.gov](mailto:hr@wallawallawa.gov) or 509.527.4475.

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***NOTE: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.***

***THE CITY OF WALLA WALLA COMPLIES WITH TITLE VI, ADA, AND OTHER APPLICABLE FEDERAL CIVIL RIGHTS LAWS AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, AGE, DISABILITY, RELIGION, VETERAN STATUS, SEXUAL ORIENTATION, GENDER IDENTITY, OR SEX IN EMPLOYMENT OR THE PROVISION OF SERVICES.***

***EQUAL OPPORTUNITY EMPLOYER / MINORITIES AND WOMEN ARE ENCOURAGED TO APPLY.***

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**SUPERVISION RECEIVED:**

General direction and oversight are provided by the Customer Service Supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Employees of the City of Walla Walla are expected to model and foster the City's core values:

**Service - Integrity - Collaboration - Equity - Leadership – Community**

**Team Lead Function:**

2. Provide exceptional customer service to City Departments and the public; research and resolve accounting issues; interpret and explain City policies, procedures, rules, and regulations verbally or in writing.
3. Assist the Customer Service Supervisor in coordinating the customer service division's day-to-day operations; assist with planning and scheduling work and assigning work; train and provide work direction to staff as necessary.
4. Audit work duties of accounting technicians and implement improvements if needed.
5. Keep abreast of new regulations and assist in the preparation and updates of departmental policy and procedure manuals.
6. Prepare various financial reports and statistics as needed.
7. Serve as an in-house expert for utility billing system and processes.
8. Provide guidance on daily work to ensure appropriate recordkeeping of financial receipts and utility billing activity.
9. Train all City cash-handling staff on appropriate cash-handling processes and procedures.
10. Review and approve Landfill billing and other general revenues for the City.

**Utility Billing Function:**

11. Preparation of utility bills and other related bills and notices.
12. Respond to more complex customer issues and inquiries; may provide counter coverage and cashiering duties as needed.
13. Serve as a key liaison with customers - internal and external.
14. Coordinate with the Water Distribution Division to ensure an efficient meter reading process. Create and maintain billing cycle schedules and utility routes.
15. Coordinate with leads from the Landfill, Sanitation and Stormwater divisions to ensure services are occurring and are being billed appropriately.
16. Audit and reconcile customer accounts and utility system to identify and troubleshoot utility billing issues.
17. Respond to escrow closing requests and processes according to state regulations, including final billing of customer accounts.
18. Review and process collection of delinquent utility accounts, including shut-off and turn-on processes, customer notification, and various other utility account functions.

**OTHER JOB FUNCTIONS:**

1. Demonstrate punctual, regular, and reliable attendance which is essential for successful job performance.
2. Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.
3. Execute assignments, projects, and job responsibilities efficiently and within defined timeframes; work independently and effectively with little direction.
4. Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions, and recommend improvements in support of departmental goals.

5. Aid staff and higher-level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.
6. Respect the value of diversity in the workplace and the community.
7. Perform other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of basic financial, cash handling and bill collection practices and applicable laws.
- Operating knowledge of computers, copy machines, scanners, word processing, spreadsheet, and automated financial system software applications.
- Knowledge of customer service principles and practices; ability to effectively engage others to find solutions; assure favorable interpersonal impressions in all interactions.
- Knowledge of financial, statistical, and budgetary record-keeping techniques. Ability to prepare and maintain a variety of statistical and budgetary records and reports.
- Ability to read, interpret, apply, and explain relevant rules and regulations, policies, procedures.
- Proficient with basic mathematical skills to accurately add, subtract, multiply, divide and determine percentages quickly.
- Effective communication skills both orally and in writing including correct English usage, grammar, spelling, punctuation, and vocabulary; demonstrate ability to perceive nuances; present ideas and concepts with concise clarity; demonstrate telephone etiquette.
- Ability to provide clerical support; compose, prepare, and type a variety of correspondence, memos, reports, and other materials.

**TOOLS AND EQUIPMENT USED:**

Operate office equipment including computers, telephones, copiers, and calculators.

**PHYSICAL DEMANDS:**

Sitting and standing for extended periods of time; seeing, hearing, and speaking to exchange information; repetitive hand movements; intermittently stand, walk, kneel, stoop, bend at the waist and lift up to 20 pounds.

**WORK ENVIRONMENT:**

Shared office environment with routine public contact and frequent distractions.

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