

Utility Billing Clerk

Municipality of Brockton

Task List



Summary:	Utility Billing Clerk is to provide excellent customer service to citizens, internal and external customers of the Utility Billing Department by responding to requests for assistance and requests for actions in a timely and effective manner.		
Location:	Brockton	Class:	Full-time, 35 hours per week
Department:	Administration	Reports To:	Chief Financial Officer
Remote Work:	Not available for this position		
Supervises:	N/A		
		Last Updated:	February 2025

Tasks:

Administration

1. Operates various computer software programs.
2. Greet customers in person and over the phone to answer questions regarding their utility account; answers concerns/questions via telephone, in person or written correspondence; transfers phone calls or directs customers to proper department
3. Assist with balancing receipts and preparing cash deposit
4. Act as a back-up for the Customer Service Representative/Finance Clerk and will interact with members of the public - i.e. answer telephone calls, collect and process payments, provide service information, receive and distribute mail, etc.

Utilities

5. Reconcile utility receivables at the end of month, create journal entries, and reconcile to the general ledger
6. Verify data and enter key information to produce invoices and billings. Print and mail all utility bills.
7. Ensure accuracy of meter reads; including post and editing meter reads, review calculations, verify discrepancies and make necessary corrections.
8. Maintains utility files.
9. Transfer outstanding utility account balance to property tax account.
10. Prepare and distribute utility notices.
11. Maintain and create EFT files for utility payments
12. Collects utility payments, including post dated cheques other payments and issues receipts.
13. Add accounts to pre-authorized payment plans, maintain customer banking records and ensure confidentiality. Prepares yearly reconciliation amounts and issues letters to customers. Codes and enters transactions for payments and adjustment
14. Prepares monthly arrears notices for mailing after printing, collects and negotiates utility arrears as per guidelines established by the Collection Policy.
15. Prepares communications regarding inserts for Utility billing as well as information for the Brockton Buzz.
16. Process utility work orders for various tasks, ex. move in and out, reconnect and disconnect.
17. Maintain utility deposits from tenants if required, maintain Owner/Tenant billing records.
18. Prepares Utility Certificates
19. Maintains change of ownership files.
20. Updates annual rate changes in billing system.
21. Coordinate any repairs and replacements of meters/heads/wire/remote pucks

Building

22. Back-up for issuing building permits, & zoning/building certificates and billing of payment for permit deposits (lot grading).

Public Relations

23. Responds to public concerns, such as complaints, questions, or suggestions to utility, building or tax enquiries.

Other

24. Assists with annual audit
25. Complies with Municipality of Brockton policies and procedures.
26. Performs other tasks as assigned by management.

Education/Experience/Skills

1. Post secondary education degree or diploma in a related field.
2. One to three years' experience working in a municipal environment is an asset.
3. Ability to be flexible to changing demands while maintaining accuracy.
4. Strong interpersonal communication skills, both written and verbal.
5. Works cooperatively with team members and staff to ensure necessary workflow and coverage.
6. Demonstrated knowledge of and proficient skills in varying computer applications (Microsoft Office, Keystone Complete, Internet web browsers).
7. Strong organizational and time management skills.
8. Ability to deal with internal and external stakeholders with tact and discretion.
9. Assertive, confident and thrives under pressure.
10. Demonstrated ability to work collaboratively.
11. Ability to meet deadlines and work outside normal business hours, as require.

Physical Effort and Working Conditions

1. Work is typically performed in a standard office environment.
2. Work will involve lifting (paper bundles, heavy file folders).
3. The mental effort required concentration on a variety of activities and the processing and interpretation of information.
4. There are constant interruptions, deadlines and changes of priorities.
5. Certain problems to be addressed require the ability to research to solve.
6. Required to interact with professionalism and effectively with internal and external stakeholders.
7. Regularly required to prioritize variable workload.