



City of DuBois

Job Description

Water / Sewer Billing Administrator / Treasury Clerk

(Full-Time, Non-Exempt)

Department: Treasury

Reports To: Treasurer

FLSA Status: Non-Exempt

Employment Status: Full-Time

Hourly Rate: \$24.00 per hour

Position Summary

The Water and Sewer Billing Administrator is responsible for the accurate and timely administration of the City of DuBois water and sewer billing functions. This position manages customer accounts, processes billing and payments, monitors water consumption and delinquent accounts, and provides a high level of customer service to residents and utility customers.

The position requires exceptional attention to detail, strong organizational and problem-solving skills, and the ability to effectively manage multiple responsibilities and deadlines. The Water and Sewer Billing Administrator works closely with the Public Works Department regarding meter readings, water usage, service issues, account discrepancies, and other matters affecting utility billing.

The position will also provide support to the City Treasury Department, including assisting with the collection and processing of tax payments. The employee is expected to become familiar with and maintain working knowledge of applicable Pennsylvania utility practices, laws, regulations, and procedures, including protections and rights afforded to tenants and occupants regarding utility service.

Essential Duties and Responsibilities

- Prepare, process, and distribute water and sewer bills accurately and according to established billing schedules.
- Maintain accurate customer account information, including service addresses, property ownership information, account changes, meter information, billing adjustments, payments, and account balances.
- Review and process meter readings received from meter software and the Public Works Department.
- Understand water meter readings, water usage, and calculations used to determine consumption for billing purposes.
- Review consumption history and identify unusual usage, questionable meter readings, billing discrepancies, and other potential account issues.
- Work closely and communicate regularly with the Public Works Department regarding meter readings, meter changes, service connections and disconnections, leaks, unusual consumption, service issues, and other matters affecting customer accounts.
- Understand and apply general billing practices, accounts receivable procedures, payment processing, adjustments, credits, and account reconciliation.

- Receive, process, and accurately record customer payments, including cash, checks, and other approved forms of payment.
- Demonstrate the ability to accurately handle cash, make change, balance transactions, and maintain accountability for funds received.
- Balance daily receipts and payment transactions and assist with the reconciliation of discrepancies.
- Monitor delinquent water and sewer accounts and maintain accurate records regarding outstanding balances and collection activity.
- Follow established City policies and applicable Pennsylvania laws and procedures governing the collection of delinquent water and sewer accounts.
- Prepare and process required notices and documentation associated with delinquent accounts and collection activities.
- Follow applicable requirements regarding notices, deadlines, payment arrangements, service termination or restoration, and other authorized collection actions.
- Maintain appropriate documentation throughout the delinquency and collection process to ensure procedures are followed consistently and accurately.
- Communicate with customers regarding past-due balances, delinquency notices, payment requirements, and available options while remaining professional and courteous.
- Research account histories and billing information to identify and resolve discrepancies and customer concerns.
- Respond to customer questions regarding bills, payments, meter readings, water consumption, account balances, and City billing policies and procedures.
- Provide professional and courteous customer service in person, by telephone, and through written or electronic communication.
- Effectively interact with disgruntled, frustrated, or upset customers while remaining calm, professional, respectful, and focused on resolving the issue.
- Clearly explain billing calculations, water consumption, account activity, policies, procedures, and applicable requirements to customers.
- Exercise sound judgment and problem-solving skills when researching and resolving billing and account issues.
- Maintain accurate records and documentation related to customer accounts, billing, payments, adjustments, delinquency activity, and communications.
- Prepare reports and account information as requested by City fiscal offices, engineering and management.
- Maintain confidentiality of customer, financial, tax, and City information.
- Perform other related duties as assigned.

Pennsylvania Utility Laws, Practices, and Tenant Rights

The Water and Sewer Billing Administrator is responsible for developing and maintaining sufficient working knowledge of Pennsylvania laws, regulations, and accepted practices applicable to municipal water and sewer billing and collection. The employee shall:

- Familiarize themselves with Pennsylvania laws, regulations, and procedures applicable to municipal water and sewer utilities and remain informed of changes that affect the City's billing and collection practices.
- Understand applicable legal requirements governing billing, collection, delinquency notices, termination of service, restoration of service, and other utility account actions.
- Become familiar with applicable Pennsylvania protections and rights of tenants and occupants concerning water and sewer utility service, particularly when a landlord or property owner is responsible for an account.

- Understand that landlord-tenant situations may involve additional notice, payment, service termination, or other legal requirements and ensure such accounts are handled according to applicable law and City procedures.
- Recognize situations involving tenants, landlords, property ownership, delinquent accounts, or service termination that may require additional review before action is taken.
- Ensure required notices and procedures are completed and appropriately documented before taking collection or service-related action.
- Refer unusual, disputed, or legally complex matters to the appropriate supervisor, City Manager, Solicitor, or other designated City official rather than independently interpreting legal requirements.
- Work with City administration to implement changes to billing and collection procedures when applicable laws, regulations, ordinances, or City policies change.

Treasury Department Support

In addition to water and sewer billing responsibilities, the Water and Sewer Billing Administrator will assist the City Treasury Department as needed. Duties may include:

- Assist with the collection and processing of City tax payments.
- Accept payments for tax bills in person and through other approved payment methods.
- Accurately enter and record tax payments in the appropriate City financial or tax collection system.
- Handle cash, checks, and other forms of payment accurately and securely.
- Provide receipts and maintain appropriate documentation for payments received.
- Assist residents and taxpayers with general questions regarding tax bills, balances, and payment information.
- Work closely with Treasury Department personnel to ensure payments are properly recorded, balanced, and accounted for.
- Provide additional clerical, payment-processing, and customer-service assistance to the Treasury Department as needed.

Knowledge, Skills, and Abilities

The successful candidate must possess:

- Strong organizational skills and the ability to multitask, prioritize responsibilities, and manage competing deadlines in a busy municipal office environment.
- A high level of attention to detail and accuracy, particularly when working with meter readings, billing calculations, cash, payments, tax collections, account balances, and financial information.
- Strong problem-solving and analytical skills, including the ability to research account histories, recognize inconsistencies, and determine appropriate solutions.
- General knowledge and understanding of billing processes and accounts receivable.
- Ability and willingness to develop and maintain knowledge of Pennsylvania utility practices and applicable laws and regulations.
- Ability to understand and follow applicable requirements concerning tenant and occupant rights related to utility service.
- Ability to understand and properly follow established legal and City procedures related to delinquent account collection and service termination.
- Ability to understand water usage, meter readings, and calculations used to determine water consumption.

- Ability to recognize unusual consumption patterns or discrepancies that may require additional investigation.
- Strong mathematical skills and the ability to accurately perform calculations related to billing, consumption, payments, adjustments, taxes, and account balances.
- Ability to accurately and responsibly handle cash and other forms of payment, balance transactions, and identify discrepancies.
- Excellent customer service and interpersonal skills.
- Ability to communicate effectively and professionally with residents, tenants, landlords, property owners, taxpayers, coworkers, Public Works employees, Treasury Department personnel, and City management.
- Ability to deal effectively with disgruntled or upset customers, including situations involving billing disputes, delinquent accounts, high water usage, service termination, tenant-landlord matters, tax payments, or service concerns.
- Ability to explain detailed billing and account information in a clear and understandable manner.
- Ability to work independently while also working cooperatively with the Public Works Department, Treasury Department, and other City departments.
- Ability to maintain accurate records and protect confidential financial and customer information.
- Proficiency with computers, billing software, financial software, spreadsheets, email, and standard office equipment.
- Ability to learn and consistently apply City policies, procedures, ordinances, and applicable legal requirements.

Education and Experience

- High school diploma or equivalent required.
- Previous experience in utility billing, accounts receivable, cash handling, tax collection, customer service, municipal government, or a related administrative or financial position is preferred.
- Experience handling financial transactions, customer accounts, billing systems, payment processing, or cash reconciliation is preferred.
- An equivalent combination of education, training, and relevant experience may be considered.

Work Environment

This position primarily works in a municipal office environment and involves frequent interaction with the public, City employees, the Public Works Department, and the Treasury Department. The position requires the ability to work efficiently in an environment with frequent interruptions, telephone calls, customer inquiries, financial transactions, and competing priorities while maintaining a high degree of accuracy and professionalism.

Customer Service Expectations

Because this position serves as a primary point of contact for water and sewer customers and may assist taxpayers through the Treasury Department, the Water and Sewer Billing Administrator is expected to provide consistent, professional, and respectful customer service. The employee must be able to listen to customer concerns, gather and analyze relevant account information, clearly explain findings, and work toward appropriate resolutions while consistently applying City policies and procedures.

The employee must recognize when a customer matter involves legal requirements, tenant protections, service termination procedures, or other circumstances requiring additional review and appropriately elevate those matters before action is taken.

Equal Opportunity Employer

The City of DuBois is an Equal Opportunity Employer and considers applicants for employment without regard to legally protected characteristics in accordance with applicable federal, state, and local laws.