

BILLING SYSTEM SPECIALIST

DEFINITION

Under general supervision, develops, administers, maintains, supports, and provides training for staff on the billing automated information and operations systems.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Revenue Manager or Designee. This class does not exercise supervision.

DISTINGUISHING CHARECTERISTICS

The Billing System Specialist is a specialized, technical class in which incumbents develop, administer, and maintain, billing related computer software programs. Incumbents provide instruction, training and technical guidance to staff on billing related computer software programs.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to the following.)

Develops, coordinates and conducts training in computer applications and operations of systems and equipment; provides technical guidance and instruction to staff in work procedures related to utility billing system.

Troubleshoots systems to identify and resolve issues and provides assistance or refers to appropriate party, as needed.

Participates in analysis of computer and software needs; participates in feasibility studies for new or enhancements to division computer systems.

Tests and refines billing system applications for use on division equipment.

Monitors system job status and audits daily data input for process accuracy; identifies inaccuracies and ensures any issues found are corrected.

Prepares annual billing cycle calendars and ensures processes are completed accordingly.

Works with other user departments regarding system functions related to utility billing.

Prepares and maintains program and user identification, categorization, documentation, and protection of all division data resources.

Develops training materials, and assists in creating and modifying user and procedure documentation.

Identifies, reports, and tracks system issues with software vendor; works with sub-system vendors and staff on related projects and on system issues affecting end users.

Collaborates with other departments on statistical or system programming matters.

Prepares cost benefit analysis on division procedures with an emphasis on efficiency improvements; reviews policy and procedural changes in programs to determine the impact on current software applications.

Responsible for all facets required to professionally prepare City utility invoices.

Performs other duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Computers and software systems.

Training methods and procedures.

Analysis techniques and methods, data reporting, and billing procedures.

Principles and practices of public utility billing information systems administration, and computer documentation methods.

Standard accounting practices.

System report writing software.

Skill to:

Operate an office computer and a variety of word processing and software applications.

Safely operate a motor vehicle.

Ability to:

Work independently.

Satisfactorily establish, maintain, and analyze the division billing system and work procedures.

Prepare clear, concise, and comprehensive records, reports, correspondence, and other written materials.

Prepare and conduct user training in the operation of computers and peripheral equipment.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

One year of full-time work experience, which included implementation, operation, maintenance, or analysis of automated billing systems applications.

OR

Sixty (60) units of accredited college or university course work, twelve (12) units of which were in computer applications and systems, information management, finance, accounting, or related field.

APPROVED: (Signature on file) DATE: 12/12/2019
Director of Personnel Services

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