



# **HARRISONBURG**

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## **ELECTRIC COMMISSION**

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### **Utility Billing Specialist**

**Job Description:** Perform clerical tasks including but not limited to, data entry, utility billing, payment processing, collection processing, daily/monthly balancing and assist in all other requested duties. Assist with complaints, errors, account/billing questions and other duties related to customer satisfaction in a fast-paced environment. Willing to hire and train the right entry-level applicant who has excellent customer service and communication skills and can perform under pressure.

#### **Essential Functions:**

- Regular and punctual attendance at work including starting your job duties on time, staying on the job throughout the day to complete duties properly, and attending all scheduled meetings and appointments
- Greet customers warmly and ascertain problem or reason for calling; Resolve customer questions and complaints via phone, in person, email, mail or social media in a timely and professional manner
- Basic mathematical skills, including ability to add, subtract, multiply and divide, calculate meter usage and billing charges manually
- Strong customer service and interpersonal skills
- Ability to communicate effectively, courteously and diplomatically and to establish and maintain effective working relationships with co-workers, supervisors and with the general public
- Assemble and maintain various reports
- Flexibility to work outside of normal hours, sometimes with little or no warning
- Contribute to team effort by performing other related duties as assigned

#### **Education, Experience and Licenses:**

- High school diploma required; college experience preferred
- Minimum of one (1) year of experience involving cash collections and customer service required
- Bilingual in English/Spanish, preferred but not required

#### **Knowledge, Skills and Abilities:**

- Ability to apply common sense
- Knowledge of accounting, database, excel and word software; AS400 knowledge a plus, but not required
- Ability to use a personal computer, 10 key adding machine, telephone, fax machine, copier and various other office equipment
- Ability to organize and accurately record data
- Ability to follow oral and written directions
- Ability to handle stressful situations and adapt to change
- Knowledge of the policies, procedures and activities of a municipal utility billing department
- Knowledge of modern office practices and procedures, applicable coding and data entry procedures, basic bookkeeping methods and procedures of cash collection practices

**Physical Demands:** While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand, walk, stoop, kneel or crouch. The employee must occasionally lift and/or move objects weighing up to 50 pounds.