

South Jordan City

Job Description

Title: Billing Lead
Org: 100120
Pay Grade: GH17

Effective Date: 11/17/2025
FLSA: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Under general supervision, perform a variety of complex, technical, and clerical duties to expedite the billing, collection and processing of monthly utility billing transactions. Train billing clerks and maintain process notes for all utility billing processes. As needed, assist manager with scheduling and coordinating of billing clerks.

SUPERVISOR

Billing Manager

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required except for authorized leave. All or a majority of the essential job duties may be performed from a remote location upon authorization.

Interact regularly with the public; in person, in writing, or on the phone, and assist with requests and questions in a courteous and helpful manner.

Complete assignments from supervisor.

Assist with scheduling and coordinating staffing.

Train billing clerks in all aspects of utility billing by developing and implementing training programs, updating and creating process notes, and providing one-on-one support as questions arise.

Process returned payments and general payment reversals, including any misapplied payments.

Assist with the day-to-day, deadline-driven processes of utility billing, which includes, but is not limited to:

Effectively respond and resolve billing or payment issues. Resolve billing disputes and process requests for fee waivers according to the guidelines provided in city policies, procedures and statutes. Provide both internal and external customers information regarding billing policies and processes by email, telephone or in person.

Prepare customer accounts for the monthly billing process. Preparation includes review of the monthly meter read import from city billing system for problems, use of reports to identify possible water leaks, create work orders, enter and/or correct data in city billing system, verify the accuracy of utility bills once generated, and send billing statements to an outside printing and/or mailing company.

Maintain meter inventory within the city billing system by completing regular record updates for ERT, meter, and register change outs. Responsible for ensuring GIS data is accurate for every meter.

Research, calculate, and record billing adjustments caused by meter read errors water leak credits, truncation issues, customer appeals, etc.

Coordinate with the communication center to receive complete and accurate information necessary to finalize accounts. Create new customer records for incoming residents and verify the ownership change date is accurate per County records. Organize all necessary information to process final bills for residents moving out, including updated mailing address and final read.

Responsible for creation and distribution of monthly collection or refund letters sent to close customer records and request utility billing applications for residents who have moved into the city but have not signed up for city services.

Collect new meter requests/meter sets from city software system and verify accuracy of address and meter information, add meter record to meter inventory, and create new utility accounts.

Post special recurring charges and credits to accounts (such as Military Abatement and Special Service pickups).

Approve and monitor formal payment arrangements and payments for budget billing (equal pay program) customers.

Prepare monthly delinquent and shutoff notices for customers with past due balances. Communicate by e-mail and/or mail notices on a regular basis. Assist with utility shutoff procedures (for both nonpayment and failure to apply for services).

Operate computers programmed with accounting and utility billing software to record, store, and analyze information.

Maintain up-to-date database of utility accounts and associated financial records.

Operate complex telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly, give request information pertaining to the finance division.

Receive customer complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school; plus one (1) year of specialized training provided through professional workshops and seminars.

AND

B. Two (2) years of increasingly responsible experience involving bookkeeping or accounting;

2. Special Qualifications

Experience in utility billing or government service preferred.

3. Knowledge, Skills, and Abilities:

Working knowledge of general office maintenance and practices; utility billing and collection procedures and processes; accurate operation of various computer software programs related to word and work processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; customer service; meter reading systems.

Ability to operate a personal computer and Microsoft products.

Knowledge of effective on-the-job training techniques, including how to develop training materials, create process documentation, and deliver one-on-one support.

Ability to act as a positive role model, foster teamwork, support peer development, and contribute to a cooperative work environment despite not having supervisory authority. Skilled in problem solving.

Ability to communicate effectively with irate customers; maintain strict confidentiality related to sensitive administrative information; develop effective working relationships with supervisors, fellow employees, and the public.

Ability to research, reconcile, and resolve complex billing issues using critical thinking and basic calculations; follow written and verbal instructions, work independently with minimal supervision; prioritize

tasks; effectively utilize computer and software programs to assist in daily work, work well under pressure and impending deadlines; pay close attention to detail.

Maintain a professional and pleasant demeanor.

3. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, including walking, standing, stooping, sitting, reaching, and light lifting. Talking, hearing and seeing essential in the performance of daily tasks. Common eye, hand, finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Billing Lead	EEO-4 Class:	Adm Support
Location:	Finance	EEOP Class:	Adm Support
Group/BU:	General Pay Plan	Tech-Net Match:	>735