

UTILITY BOOKKEEPER

NATURE OF WORK

This is moderately complex technical bookkeeping work requiring a knowledge of the principles of accounting, maintaining utility customer account files, and reviewing and correcting change listings to insure accurate billing.

Work involves posting, balancing and reconciling general and subsidiary ledgers of the municipal utilities, processing accounts payable and receivable, processing of payroll and related records, and the preparation of periodic financial and statistical reports. Employees follow established procedures but must exercise judgment in analyzing transactions and determining entries. Work is performed under general supervision of the Utility Board, and is subject to administrative review and internal and external audit.

Work involves preparing file update information for computer, checking computer printouts for accurate updating, reviewing abnormal consumption to determine if investigation is necessary, and submitting necessary changes and corrections. Work also involves supplying meter location information and researching account history for utility officials.

DUTIES AND RESPONSIBILITIES

Balances and posts daily receipts for accounts receivable, income and disbursements from general account; maintains non-operating income accounts; reconciles deposits with computer printout; prepares adjustment entries for computer.

Checks invoices and bills, prepares vouchers and listing of accounts payable for commission approval; types checks for official signature; posts and balances accounts payable.

Checks time sheets and work tickets, distributes hours to appropriate pay category for computer preparation of checks and payroll listing; maintains leave balances; prepares special checks as needed.

Inventory: Totals and posts parts and supplies from completed work orders to account ledgers.

Operates a computer; posts and balances general ledger entries from subsidiary ledger; prepares monthly financial reports and summaries; prepares and types annual financial reports and operating statistical reports for administrator, regulatory agencies, utility associations, and publication.

May substitute for cashiers and customer service personnel in their absence.

Performs other work as required.

Knows all Aspects of Utility Usage and Billing as Follow:

Reviews changes in customer names, addresses, account status or meter location from applications and work orders; makes manual corrections in master listings and codes changes for computer; checks change listing for accuracy prior to file update; makes necessary corrections; checks updated master listings against manual entries.

Checks error messages to detect abnormal metering information; compares past consumption patterns and other known conditions to determine need for rereading or investigation; contacts customers to obtain additional information if necessary; orders rereading or service department investigation where indicated; makes necessary corrections for billing.

Calculates final billings based on readings and closes out discontinued accounts.

Provides meter location information by street address, physical location and meter route book; assists in maintaining route and meter maps.

Researches and compiles account histories of consumption patterns, past service calls, and similar information to assist in resolving disputed billing or service maintenance inquiries.

Maintains active and inactive manual files of backup documents for customer accounts.

DESIRABLE QUALIFICATIONS

Training and Experience

A combination of training and experience substantially equivalent to completion of post-secondary training in bookkeeping and technical accounting subjects and experience in technical accounting or bookkeeping work.

A combination substantially equivalent to considerable experience in customer account maintenance, including experience with utility customer accounts.

Knowledge/Abilities/Skills

Knowledge and skill of modern office practices, procedures and equipment and standard clerical techniques.

Ability to make varied arithmetic computations and tabulations rapidly and accurately.

Ability to establish and maintain effective working relationships with employees and the general public.

Ability to understand and carry out moderately complex oral and written instructions.

Skill in the operation of a computer or the ability to develop such skill in a reasonable period of time.

Considerable knowledge of the standards and methods of customer account maintenance.

Knowledge of basic bookkeeping and billing practices.

Knowledge of the effect of seasonal weather and activity variations on utility consumption.

Ability to maintain accurate records.

Ability to detect and analyze indicated metering abnormalities in relation to past consumption patterns, seasonal variations, and other pertinent factors, and to draw reasonable conclusions.