

UTILITY BILLING ANALYST

Immediate Supervisor: Utility Billing Manager

Department/Division: Utility Billing

Grade: 3-5

FLSA Status: See Chart

Revised Date: February 2025

CM Approval/Date: JF

JOB SUMMARY: The Utility Billing Analyst role is responsible for analyzing utility billing data, ensuring billing accuracy, and supporting financial reporting. Key duties include auditing customer accounts, reconciling financial transactions, processing billing adjustments, and maintaining accurate billing records. The position also involves preparing financial and statistical reports, identifying process improvements, and managing system configurations. Additional responsibilities include troubleshooting billing system issues, assisting with special projects, and collaborating with IT/ support and other departments to optimize billing processes. This role requires strong analytical skills and attention to detail to maintain data integrity, resolve discrepancies, and support decision-making. The Utility Billing Analyst also responds to customer inquiries with professionalism, provides clear explanations of billing information, and assists in resolving disputes.

GENERAL DUTIES AND RESPONSIBILITIES:

1. Perform financial analyses of utility revenues, expenses, and consumption trends to ensure accuracy and efficiency in billing
2. Assist in reconciling financial transactions, preparing budgets, and conducting variance analysis.
3. Ensure customer billing account reflects correct meter readings, rates, adjustments, and classifications; correct discrepancies as needed.
4. Collect, clean, and analyze utility billing and consumption data to identify trends, discrepancies, and opportunities for cost savings or efficiency improvements.
5. Conduct audits of billing data, including rate codes, revenue codes, and meter readings to ensure compliance with policies and regulations.
6. Design, develop, and prepare financial and statistical reports as required by City Council, management, and outside agencies.
7. Develop and maintain reports, dashboards, and visualizations to support utility-related decision-making.
8. Lead and participate in projects to examine, define, and modify business processes: serve as technical resource for the planning and execution of projects; plan and participate in the testing of new and/or modified systems.
9. Identify and recommend opportunities to apply technology to improve and enhance business unit functions and processes.
10. Troubleshoot and resolve application software problems and issues for business unit applications; collaborate with Information Technology staff on system issues.
11. Organizes and maintains documentation for the utility in the form of paper and electronic documents.

12. Answer questions and provide information to the public, via telephone, e-mail, and written correspondence; investigate complaints and recommend corrective action as necessary to resolve complaints.
13. Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
14. Performs other duties as assigned.

EDUCATIONAL REQUIREMENTS - EXPERIENCE AND TRAINING

EDUCATION:

1. Required AA/AS (or higher level) degree in business or related field.
2. Professional experience in public sector and/or utility environment.

EXPERIENCE:

Two (2) years of experience in related fields or any equivalent combination of education, training, and experience that provides the requisite knowledge skills and abilities for this position. Previous experience with billings, collections, accounts receivable and tracking financial data.

STEP	REQUIREMENTS & EXPERIENCE	BAND
Utility Billing Analyst I	Relevant Associates Degree or 2+ years of equivalent experience in Utility Billing and customer service. Performs analysis and projects as directed by the Utility Billing Manager.	Grade:3 FLSA: Non-Exempt, Hourly
Utility Billing Analyst II	Relevant Associates Degree or 4+ years of equivalent experience in Utility Billing or Finance. Assists Utility Billing Manager with some projects and tasks. Completes tasks independently.	Grade: 4 FLSA: Non-Exempt, Hourly
Utility Billing Analyst III	Bachelors Degree and 3+ years of experience in Utility Billing or Finance or relevant combination of each. Coordinates Utility wide projects with minimal supervision. Analyzes utility wide data for trends and to optimize output.	Grade: 5 FLSA: Exempt, Salary

PHYSICAL AND OTHER REQUIREMENTS:

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting up to 20lbs, carrying, pushing, and/or pulling; some

climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 40% sitting, 20% walking, and 40% standing. The job is performed mainly in an office setting, under minimal temperature variations and in a generally hazard free environment.

LICENSING REQUIREMENTS: None

KEY COMPETENCIES:

COMMUNICATION

1. Provides suggestions, advice and support to Utility Billing Manager, Director of Community Engagement/ Assistant to the City Manager, city employees and residents.
2. Communicates the City's mission, vision and values through words and actions.
3. Communicates effectively, both orally and in writing with citizens/customers, department heads and city employees.
4. Works cooperatively with all employees toward the common goal of providing high quality services.
5. Exhibits excellent interpersonal and human relationship skills.

LEADERSHIP

1. Exhibits behavior consistent with the mission, vision and values of the City of Rochelle.
2. Furthers the vision and values of the city through excellent customer service, creative problem solving, decision making and stewardship of city resources.
3. Engages in and supports the long-term direction of the department through progressive strategic planning and departmental goal setting that is responsive to the needs of the community.
4. Assists the Utility Billing Manager, the Director of Community Engagement/ Assistant to the City Manager, and the Director of Finance in the preparation of the annual department budget including the preparation of annual department goals. Initiates and suggests actions to improve operations, employee performance, morale and work methods.
5. Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization.

MANAGEMENT

1. Participates in development and mentoring of co-workers to achieve a cohesive work unit consistent with the city's vision and values.

2. Is accountable for the delivery of quality services and work product as a part of the overall department and city-wide strategic direction, goals and objectives.
3. Effectively manages multiple assignments and priorities to ensure the fulfillment of projects, tasks and responsibilities.
4. Assists in the preparation of and adherence to, operational budgets and exhibits good stewardship of the organization's resources.

This job description is intended to represent the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

I acknowledge receipt of the job description for the position: Utility Billing Analyst

Signed: _____ Date _____

Printed Name: _____