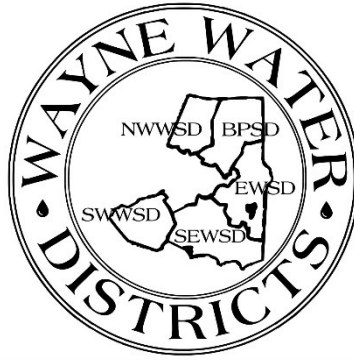




Wayne Water Districts

is searching for a

Billing Specialist

to join our team!

The Billing Specialist is an integral part of the customer service team serving 23,000+ utility customers in Wayne County. This position answers a wide variety of phone calls and emails regarding customer bills, reviews various billing reports for accuracy, maintains customer database. Key skills include strong attention to detail, organizational skills, proficiency with utility billing software and considerable experience with public contact and customer service.

Hiring Range: \$41,306 - \$52,665 depending on experience

FLSA Status: Exempt

Wayne Water Districts offers competitive benefits including:

- Employer Sponsored Health, Dental and Vision
- 401K Match up to 4%
- Participation in the Local Government Retirement System
- Generous Leave Time
- Paid Holidays

The position is open until filled.

For more information, please contact District Manager, Larry Bridges at 910-731-2310 or larry@waynewaterdistricts.com.

BILLING SPECIALIST

General Statement of Duties

Performs responsible administrative and fiscal work in support of the billing and customer service functions.

Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve assisting customers with their utility bill questions and issues, researching potential leaks and making leak adjustments, assisting delinquent customers with payment plans, preparing and verifying a variety of reports and records, and coordinating with the field services functions. Work requires knowledge of the utility system technology, billing process and related policies and procedures. Considerable tact and courtesy are required in the public contact functions. Work is performed in an office environment under general supervision and is evaluated through conferences, by accuracy and timeliness of customer service records, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Answers a wide variety of phone calls and emails regarding customer bills; researches usage and customer payment histories; investigates leak possibilities; communicates with customers regarding specific times of high usage to help them understand how their activities such as pressure washing, lawn irrigation, etc. impact bill amounts.

Prints and reviews leak reports; mails out leak letters; calls customers with high usage; communicates requirements for leak adjustments; verifies leaks are repaired, computes leak adjustments and posts them to accounts.

Works with delinquent customers on payments, fees, potential disconnection dates, and payment plans; reviews eligibility for payment plans and expectations; tracks payment plans and communicates via correspondence, email and phone calls.

Prepares work orders for field staff to investigate leaks, check meters, and make repairs.

Waives late fees for one time courtesy; encourages customers to set up automatic payments to qualify for service fee adjustment.

Adds notes customer accounts to document customer interactions.

Prepares a variety of records and reports.

Additional Job Duties

Backs up other staff as needed.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of organizational policy and procedures, and billing and customer service cycles.

Thorough knowledge of the utility customer accounts, billing and meter reading software applications and related technology.

Working knowledge of paraprofessional accounting principles, practices, and procedures.
Working knowledge of standard operating practices involved in modern office operation and serving the public.
Some knowledge of the organization's utility rate structures.
Skill in collaborative conflict resolution, teamwork and customer service excellence.
Ability to create and maintain accurate records, reports, files and data bases.
Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment at the desired level of speed and accuracy.
Ability to communicate effectively in oral and written forms.
Ability to establish and maintain effective working relationships with coworkers and customers.
Ability to analyze data and solve problems.
Ability to set and follow effective work priorities and meet established deadlines.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

Desirable Education and Experience

Graduation from high school supplemented by course work in accounting or office technology and considerable experience in a billing and customer service operation; or an equivalent combination of education and experience.

WWD
2025