

## **CITY OF CORAL SPRINGS** **Classification Description**

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**CLASSIFICATION TITLE:** Billing Operations Technician  
**FUNCTIONAL AREA:** Financial Services Department

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### **WORK OBJECTIVE:**

Under general supervision, the purpose of the position is to perform responsible meter services and billing operations work. Employees in this classification are responsible for reading and repairing meters, recording consumption, and maintaining account records. Objective is to support correct and timely billing of metered services by accurately and efficiently recording meter readings along a clearly designated work route. Although the employee works independently and is often physically removed from supervision, duties are performed within the framework of pre-established policies and procedures.

### **ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Reads meters on an assigned work route and records readings; maintains records, leaves notice and submits reports of inaccessible meters.
- Monitors consistency of readings and reports any deviation from usual consumption.
- Coordinates with co-workers to ensure timeliness and accuracy of reading schedule.
- Assists customers in identifying consumption problems and recommends corrective measures.
- Creates delinquent account registers; distributes late notices on delinquent balances, collects funds for delinquent accounts, and locks off meters when necessary.
- Coordinates lock offs and/or disconnects with utilities division as necessary.
- Installs and programs radio read meters.
- Creates spreadsheets to track the failure and replacement of meter registers; communicates data to Utilities department.
- Trains new associates when applicable.

### **MINIMUM QUALIFICATIONS:**

#### **Education / Certifications / Experience –**

High School Diploma or GED; supplemented by 2 years work experience and a demonstrated ability to read and write English and perform simple math calculations, e.g., adding, subtracting. Valid Florida Driver's License required.

## **Billing Operations Technician**

### **Knowledge, Skills, & Abilities –**

Ability to understand and follow written and oral instructions.

Knowledge of the geography and street locations of the City. Knowledge of the mechanism and repair of meters.

Ability to read and write English.

Ability to perform routine mathematical computations and tabulations accurately and efficiently.

Ability to clearly communicate information both verbally and in writing. Attention to detail is essential.

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

Skill in the principles and techniques of customer service.

Ability to perform basic meter repairs.

### **PHYSICAL REQUIREMENTS:**

Tasks involve the ability to exert continuous light physical effort in light work typically involving walking, bending, stooping or kneeling, and may involve some lifting, carrying, pushing and/or pulling of objects and materials of substantial weight (up to 50 pounds).

### **ENVIRONMENTAL REQUIREMENTS:**

Tasks are performed in outdoor environments. Due to the nature and non-specific location of the work environment, tasks include potential for intermittent exposure to disagreeable elements, e.g., heat, humidity, inclement weather. Some tasks include working in and around moving vehicles and associated vehicle/equipment areas, where heightened awareness to surroundings and observance of established safety precautions is essential in avoidance of injury or accidents.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.