



Employee Name			
Position Title	Accounting Specialist – Utilities	Department	Utilities
FLSA	Non-Exempt	Reports To	Utilities Finance & Compliance Manager
Pay Grade	6	Unit	Non-represented

Purpose of Position

The purpose of positions in this classification is to perform customer service, financial bookkeeping, recordkeeping, and related clerical tasks.

Incumbents in this classification compile and maintain account information, calculate, and send water, sanitary sewer, and storm water utility billing statements, maintain customer billing and related account information, and perform customer service tasks related to water, sanitary sewer and storm water service and billing. Work is performed under the supervisions of the Utilities Finance & Compliance Manager.

Duties and Responsibilities

The following duties are normal for this classification. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Compiles billing and account information for water, sanitary sewer, and storm water utilities. Coordinates with contracted billing service to complete monthly billing. Prepares and processes delinquent notices and annual tax transfers.
- Prepares billing statements and vouchers for payment. Generates special, final customer billings as requested. Prepares billing reports and audits for accuracy.
- Enters daily and periodic reports, applies to appropriate accounts and maintains computer records. Processes internal payments and journal entries related to water, sanitary sewer and storm water utilities and other City departments. Assigns account numbers and processes invoicing for utilities’ services.
- Monitors accounts receivable and accounts payable activity.
- Reviews and processes monthly accounts payable, updates inventory and asset information.
- Responds to telephone and in-person customer inquiries/complaints regarding billing and service concerns. Provides information to the public related to utility policies, procedures, and ordinances. Research billing and service records and provides information or refers inquiry/complaint to appropriate person. Adjusts billing when supported by research.
- Records work orders and meter exchanges. Monitors and audits meter reading information to detect possible problems and determines need for follow-up service and/or correspondence to customers. Schedules follow-up services, residential meter installations and special meter reads. Loads and unloads computerized data for remote meter reading. Provides reports to assist with manual meter reading.
- Coordinates water service disconnections following Public Service Commission notification and procedural requirements. Coordinates water and sewer disconnections for demolition projects.

- Prepares, audits, and maintains information such as time sheets, expense reports, requisitions, and other information related to department financial and administrative functions. Enter data and assists with preparation of routine and assigned department reports.
- Creates and maintains spreadsheets and perform routine computer software maintenance and updating.
- Assists with tasks and activities related to Private Well Permitting program.
- Maintains regular and predictable on-site attendance.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this classification and may also be performed by other unit members.

- Researches and maintains records for water meter tests, inventory, exchanged and retired meters, new and re-laid water services, disconnections, plumbing returns, and similar repairs.
- Types correspondences.
- Sorts, scans, photocopies, and files printed materials.
- Monitors office supplies and other department inventories.
- Assists with scheduling appointments and other activities and other activities as part of the cross-connection control and meter replacement programs.

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent, vocational/technical training in computer applications and bookkeeping/accounting with two years bookkeeping/accounting experience, one to two years of billing and customer service experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- Must demonstrate proficiency in Microsoft Office with a minimum typing speed/accuracy of 40 wpm required.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communication

- Ability to classify, compute and tabulate data and information, following a prescribed plan requiring the exercise of some judgement.
- Ability to compare, count, differentiate, measure and sort information.
- Ability to assemble, copy, record, and transcribe data and information.
- Ability to explain, demonstrate and clarify to others within well established policies, procedures, and standards.
- Ability to follow specific instructions and respond to simple requests from others.
- Ability to utilize a wide variety of descriptive data and information such as voucher, invoices, billing statements, work orders, purchase orders, requisitions, correspondence, chart of accounts, schedules, directories, computer software operating manuals, past due notices, spreadsheets, materials, use reports, inventories, rate/price schedules, time sheets, regulations, and general operating manuals.

- Ability to communicate orally and in writing with department personnel, customer, other City departments, contractors, insurance company representatives, vendor representatives, and customers.

Mathematical Ability

- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic descriptive statistical reports.

Judgment and Situational Reasoning Ability

- Ability to use functional reasoning in performing semi-routine functions involving standardized work with some choice of action.
- Ability to exercise the judgement, decisiveness and creativity in situations involving a variety of generally pre-defined duties which may be subject to frequent change.

Physical Requirements

- Ability to operate a variety of office equipment including computer terminal, typewriter, telephone, fax machine, calculator/adding machine, and photocopier.
- Ability to coordinate eyes, hands, feet, and limbs in performing movements requiring skill and training, such as data entry.
- Ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing, and pulling.
- Ability to recognize and identify individual characteristics of colors, shapes, and sounds associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, and potentially irate individuals poses a limited risk of injury.

The City of La Crosse is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.