

CURRENT POSITION:	<u>N/A</u>	<u>Record Clerk I</u>	<u>Utility Account Clerk II</u>	<u>Clerk 2</u>	<u>Utility Accountant</u>
CURRENT SALARY:	N/A	\$51,604.80	\$47,632.00	\$43,388.80	
PROPOSED POSITION:	<u>CUSTOMER SERVICE SUPERVISOR</u>	<u>SENIOR CUSTOMER SERVICE REPRESENTATIVE</u>	<u>CUSTOMER SERVICE REPRESENTATIVE</u>	<u>CLERK 2</u>	<u>DEPUTY TREASURER/ACCOUNTANT</u>
PROPOSED SALARY:		CROSS-TRAINED			
P R I M A R Y D U T I E S	System Administrator -Badger Meter Reading Software -HTE Utility Billing System -Click2Gov, Paymentus online <i>payment services</i> -Responsible for system updates, support, and troubleshooting -Maintain rates & fee schedules in software -"Subject Matter Expert" for these systems	Schedule Daily Update in Billing system Archive Daily update reports per PSC Load/Unload Meter Reading Processors Review routes after meter reading -Send letters as needed (Low/High Cons) -Verify bill calculations -Resolve any errors to readings & charges -Enter account adjustments as needed (Test Period Readings, Dead ROM, etc.)	Schedule Daily Update in Billing system Archive Daily update reports per PSC Load/Unload Meter Reading Processors Review routes after meter reading -Send letters as needed (Low/High Cons) -Verify bill calculations -Resolve any errors to readings & charges -Enter account adjustments as needed (Test Period Readings, Dead ROM, etc.)	Digger's Hotlines Permits-Meters/Taps/Hydrants Meter Change Outs -Send letters requesting appts -Schedule Appts, Work Order -Complete Work Orders Disconnection Process (3x per yr) -for no response on change out and service request letters	Budgeting & Rate Analysis -Work with Superintendent to develop utility budgets -Prepare Rate Analysis & recommend rate changes as necessary
	"Compliance Officer" -MMSD reporting & billing -Work with MMSD staff to coordinate Certified Program & other billing matters -Compliance with Annual MMSD Cost Recovery Manual/Procedures -Completion of Annual MMSD Housing Survey -PSC 185 Compliance with Customer Service Requirements & Rates (ex. Recent change to duplex-mailing rqmts) -Monitor regulatory changes & implement procedural changes as needed -Prepare Operational Section of PSC Report	Administer Monthly Penalties to Accounts -Verify correct penalty dates in system -Review accounts with "penalty holds" -Check for pending online payments & put penalty hold, to be reversed next day -Coordinate payment posting with Treas. and application of penalties	Administer Monthly Penalties to Accounts -Verify correct penalty dates in system -Review accounts with "penalty holds" -Check for pending online payments & put penalty hold, to be reversed next day -Coordinate payment posting with Treas. and application of penalties	Frozen Service Monitoring (winter) General Customer Service -Schedule Appts -Answer customer questions re: billing and service issues -Prepare final bills for customers as needed (property sales, etc.)	Capital Needs Analysis & Debt -Work with Superintendent to fund utility infrastructure needs and analysis of debt financing options
	Manage Billing/Cust Service Process -Coordinate/Schedule /Cust Serv staff -Establish & document procedures -Cross Train staff--duties & concepts -Serves as back-up to Cust Serv staff -Resolve customer complaints or inquiries that can't be handled by Cust Serv staff -Review work of Cust Serv staff for accuracy & efficiency	Monthly Billing -Final review of cycle-billing, off-cycle billing, and final billing queues -All accounts prepped for billing overnite? -Schedule billing update to run overnite	Monthly Billing -Final review of cycle-billing, off-cycle billing, and final billing queues -All accounts prepped for billing overnite? -Schedule billing update to run overnite		Financial Reporting & Analysis -Serves as Financial Analyst for utility funds, liason with utility staff for accounting, and budgeting matters -Completes Financial section of PSC reports and works with Cust Serv Supervisor to complete operational section
	Communication/Technology/Efficiency -Responsible for citizen-facing communication via website, bill inserts flyers, newsletter articles, etc. to educate customers on billings and other services provided -Pursue technology to expand electronic bill delivery options, and electronic payment options -Implement/modify Billing/Cust. Service procedures as needed for efficiency	After Monthly Billing -Process E-notifications to email bills -Review Unbilled Accounts Report and resolve issues as needed -Send File to AB Data Extranet site so bills can be printed and mailed -Review & Approve bill proofs from AB Data -Download PDF's of bills from AB Data, for use on city intranet -Prepare/submit MMSD Data Transmission Form for sewer connections & consum.	After Monthly Billing -Process E-notifications to email bills -Review Unbilled Accounts Report and resolve issues as needed -Send File to AB Data Extranet site so bills can be printed and mailed -Review & Approve bill proofs from AB Data -Download PDF's of bills from AB Data, for use on city intranet -Prepare/submit MMSD Data Transmission Form for sewer connections & consum.		Utility Billing Collections -Manages collection of utility payments via City Treasurer's Office and 3rd Party lockbox service, and online services
	General Customer Service -Serves as back-up to Cust Serv staff	Other Monthly Billing Duties -Process auto-payments on 20th of month -Calculate sewer charges for MMSD "Certified" accounts, work with MMSD billing staff -Invoice Payments-Milwaukee Water Works, MMSD, Diggers Hotline, West Milwaukee	Other Monthly Billing Duties -Process auto-payments on 20th of month -Calculate sewer charges for MMSD "Certified" accounts, work with MMSD billing staff -Invoice Payments-Milwaukee Water Works, MMSD, Diggers Hotline, West Milwaukee		<i>Note: Customer Service Supervisor duties used to be done by the Utility Accountant. Retirement of the Treasurer's Office Supervisor has allowed for the creation of the Customer Service Supervisor position to handle these duties. The Accountant will assume the Treasury duties to replace the customer service duties previously handled. This allows for the reorganization by repurposing staff instead of adding staff.</i>
	Other Duties -Manages Delinquent transfer to Tax Roll process (October-November each year) -Liason with 3rd Party bill print/mail service -Coordinate bankruptcy process with Attorneys	Other Duties -Address Changes for customer accounts -Bankruptcies-work with Attorney's Office for information & claim filing -Maintain Scrapped Meter cost-out detail and summarize for PSC report -"W-Billings"/misc billings -Water System Work Orders (main breaks, etc.)	Other Duties -Address Changes for customer accounts -Bankruptcies-work with Attorney's Office for information & claim filing -Maintain Scrapped Meter cost-out detail and summarize for PSC report -"W-Billings"/misc billings -Water System Work Orders (main breaks, etc.)		
	Other Skills -Significant understanding of all services billed on utility bill (water, sewer, MMSD, solid waste, storm water) and ability to explain the charges for each to citizens/customers -Excellent problem-solving skills	General Customer Service -Schedule Appts -Answer customer questions re: billing and service issues -Prepare final bills for customers as needed (property sales, etc.)	General Customer Service -Schedule Appts -Answer customer questions re: billing and service issues -Prepare final bills for customers as needed (property sales, etc.)		
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