

Title	Utility Billing Service Representative
Category	Accounting/Finance
Description	<p>JOB OBJECTIVES: Incumbent is responsible for processing and balancing accounts payable, receivable and budget entry transactions related to the utility billing, and miscellaneous billing needs of the County.</p>

ESSENTIAL JOB FUNCTIONS:

- Act as the main customer service representative for the department including answering phones, in person contact, and e-mail or other written correspondence
- Handle all incoming and outgoing mailings
- Scan, verify and balance all customer payments.
- Receipt, input, and track customer payments and department payables directly or as backup.
- Prepare purchase orders, vouchers, invoices, remittances, and other forms necessary for the receipt and disbursement of funds.
- Reconcile payables and receivables daily directly or as backup.
- Verify title transfers from outside agencies and County Reports
- Maintain utility billing database.
- Create and maintain an archive of payment vouchers directly or as backup
- Schedule and document meter reading appointment for billing customers.
- Set up and maintain customers' ACH files.
- Verify rate codes and update accordingly for precise charges
- Verify homestead status and update customer status to ensure accurate billing
- Analyze and assist with account related spreadsheets and other databases.
- Create, maintain, and initiate correspondence to non-compliant customer account
- Update penalties for non-compliant accounts based on the tiered penalty system
- Explains, carries out, & ensures compliance with the policies set forth in the Water Resources Rules and Regulations
- Responsible for moderate level confidential information

- File, copy, and fax documents.
- Assist Utility Billing Specialist with processing final bills as needed.

NON-ESSENTIAL JOB FUNCTIONS:

- Performs related job functions as needed.

Position Requirements

JOB REQUIREMENTS

Equipment: Incumbent uses the following equipment: computer, copier, calculator, shredder, printers, facsimile machine, recorder, computer software, including Windows NT, Microsoft Office, Microsoft Word, and Excel.

Critical Skills/Expertise:

- Knowledge of County policies, procedures, and practices.
- Ability to communicate effectively, both orally and in writing.
- Ability to understand and follow detailed instructions.
- Knowledge of computers and related equipment and software.
- Ability to interact effectively and courteously with a variety of people both in-person and over the phone, occasionally under difficult circumstances.
- Ability to prioritize, organize and coordinate workloads.
- Ability to work at a fast pace, with a variety of tasks.
- Ability to work independently and multitask.
- Ability to appropriately handle confidential information.

Job Standards:

Associates required; bachelor's preferred. and 3 years related work experience. Ability to use a computer as well as office and billing related software including but not limited to: Microsoft Office suite, SSI software. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

RESPONSIBILITY

Reports to the Finance Administrator. Incumbent makes decisions regarding general work duties independently. Computed work may be viewed on occasion. Errors may affect the operation of other organizational units and the residents of the County. Requires some responsibility for carrying out and explaining existing

policy, methods, and/or procedures relating to the duties of the position or of subordinate or lateral positions.

PERSONAL WORK RELATIONSHIPS

Incumbent has contact with co-workers, employees of other public agencies, County Department Heads, and the general public.

PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical Requirements: Incumbent performs sedentary work that may occasionally require lifting up to 40 pounds.

Physical Activities: Incumbent performs the following physical activities: stooping, kneeling, crouching, reaching, pulling, lifting, fingering, talking, hearing and repetitive motions.

Visual Activities: Incumbent performs work close to the eyes.

Job Location: Incumbent works inside with no exposure to adverse environmental conditions.

Full-Time/Part-Time	Full-Time
Shift	Days
Union or Non-Union	Non-Union
Classified or Unclassified	Classified
Working hours	
Salary	\$18.88-\$24.86 per hour
Position	Utility Billing Service Representative
Close Date	

Post Internal Days	0
Number of Openings	1
Exempt/Non-Exempt	Non-Exempt
Req Number	ACC-25-00008
Open Date	9/3/2025
Location	Portage County Water Resources Department
EOE Statement	Portage County is an Equal Opportunity Employer. Applicants requiring reasonable accommodation with the application and/or interview process, please notify the person from whom you obtained this application. All applicants are considered for positions without regard to race, color, religion, sex, national origin, age, marital status, medical condition or disability, veteran/reserve/national guard status, genetic information or any other legally protected status.

This position is currently accepting applications.

https://www.appone.com/MainInfoReq.asp?R_ID=6922103&B_ID=83&fid=1&Adid=0&ssbgcolor=17143A&SearchScreenID=21943&CountryID=3&LanguageID=2