

UTILITY BILLING ANALYST I
UTILITY BILLING ANALYST II

DEFINITION

To perform complex analytical and technical duties in support of utility financial systems including the application of business and technology solutions to improve and enhance business systems and applications; to perform table configuration and maintenance of software systems used to support business application; and to support system upgrades and updates and participate in the testing of such.

DISTINGUISHING CHARACTERISTICS

Utility Billing Analyst I – This is the entry level class in the Utility Billing Analyst series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

Utility Billing Analyst II – This is the journey level class within the Utility Billing Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Utility Billing Analyst I

Receives general supervision from assigned management or supervisory personnel. May exercise technical and functional supervision over technical and administrative support personnel.

Utility Billing Analyst II

Receives direction from assigned management or supervisory personnel. May exercise technical and functional supervision over lower level professional and direct supervision over technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Maintain and modify system table configurations to support on-going business needs; design and develop customer reports to support and enhance business needs and the use of enterprise applications.

Lead and participate in projects to examine, define and modify business processes; serve as technical resource for the planning and execution of projects; plan and participate in the testing of new and/or modified systems.

Troubleshoot and resolve application software problems and issues for business unit applications; collaborate with Information Technology staff on system issues.

Identify and recommend opportunities to apply technology to improve and enhance business unit functions and processes.

Perform financial analyses of utility information; assist with general accounting duties including balancing financial transactions, assisting with budget preparation, and performing data collection for the production of financial reports.

Design, develop and prepare financial and statistical reports as required by City Council, management and outside agencies.

Perform financial analysis and provide technical support in the building, development, testing and application of utility rates.

Provide technical support and training to users; document business application solutions to meet business requirements.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence; investigate complaints and recommend corrective action as necessary to resolve complaint.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MIMIMUM QUALIFICATIONS

Utility Billing Analyst I

Knowledge of:

Modern office equipment and methods including use of computer applications in word processing, spreadsheet, database, and graphic presentation.

Automated accounting and information systems.

Statistical research and analysis techniques.

Data analysis and research methods.

Principles of data management.

Methods for financial recordkeeping and general ledger reconciliation.

Ability to:

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Learn applicable Federal, State and local laws, codes and regulations.

Learn specialized business unit work processes.

Apply accounting principles to the analysis of financial and accounting transactions and audit of financial records.

Use automated accounting and information systems.

Research, analyze and resolve technical administrative issues.

Analyze large and complex sets of data.

Work with and maintain the confidentiality of information.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

No professional experience is required.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably in business administration, public administration, computer science, finance or a related field.

License or Certificate:

Possession of a valid California driver's license by date of appointment.

Utility Billing Analyst II

In addition to the qualifications for the Utility Billing Analyst I:

Knowledge of:

Troubleshooting techniques as it relates to enterprise business applications.

Principles and practices of project management.

Principles and practices of business analysis including requirements analysis and solutions assessment.

Methods and techniques for application development and integration.

Principles of data retrieval and reporting.

Ability to:

Independently perform professional duties in the analysis of accounting and financial business processes and maintenance and testing of enterprise application systems.

Analyze, evaluate and integrate business and/or systems processes and procedures to improve current practices and develop effective solutions.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of a Utility Billing Analyst I with the City of Roseville.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably in business administration, public administration, computer science, finance or a related field.

License or Certificate:

Possession of a valid California driver's license by date of appointment.

11-20-21 Utility Billing Analyst I/II

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