

# Employment Opportunity: Lead Utility Billing Technician



## Human Resources Department

The City of Rockport is accepting applications for a **Lead Utility Billing Technician**. This position is responsible for providing advanced technical and customer service support for utility billing operations. Assists Utility Billing Supervisor in monitoring and evaluating the efficiency and effectiveness of customer services; monitors workflow and calendar deadlines; revises and implements policies and procedures; assists with training, assignments, scheduling, direction, supervision, and evaluation of personnel; answers telephone and greets visitors; provides information and assistance; assists in resolving customer concerns and complaints; process monthly utility bills, reviewing and validating meter readings; calculating and reviewing bills for accuracy; maintenance of automated metering reading interface with utility billing software, including route maintenance, data maintenance, operations of analytics, and customer/meter portal; accepts applications for and sets up new utility customer accounts; receives customer requests and prepares work orders; processes bulk payments from various online platforms, including lockbox, direct deposits, online, and ach drafts; process cash collections for utility payments, including remote check depositing and credit card reconciliation; processes delinquent notices; processing associated work orders to discontinue services for non-payment; reviews and verifies automated payment accounts; processes returned checks and ach payments; notifies customers and follows-up for non-payment; reviews and processes billing adjustments; processes bankruptcy notices; preparation of monthly billing and consumption reports for various agencies and City departments; and performs related duties.

Must have a high school diploma or equivalent. Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

Salary range is \$17.68 to \$26.64 depending on qualifications, plus benefits. Employment applications may be obtained from Rockport Service Center, 2751 S.H. 35 Bypass, between the hours of 8:00 a.m. and 4:00 p.m. or online at <https://rockport.seamlessdocs.com/f/generalapp> or scan the QR code to the right. A negative pre-employment drug test and pre-employment physical are required as part of the City of Rockport employment process. The City of Rockport is an EOE/ADA employer. This position will remain open until May 27, 2021; however, the vacancy may close without notice.





## Lead Utility Billing Technician

Utility Billing

FIN-UT-BL/2  
Grade: 12

### JOB SUMMARY

This position is responsible for providing advanced technical and customer service support for utility billing operations.

### MAJOR DUTIES

- Assists Utility Billing Supervisor in monitoring and evaluating the efficiency and effectiveness of customer services; monitors workflow and calendar deadlines; revises and implements policies and procedures.
- Assists with training, assignments, scheduling, direction, supervision, and evaluation of personnel.
- Answers telephone and greets visitors; provides information and assistance; assists in resolving customer concerns and complaints.
- Process monthly utility bills, reviewing and validating meter readings; calculating and reviewing bills for accuracy.
- Maintenance of automated metering reading interface with utility billing software, including route maintenance, data maintenance, operations of analytics, and customer/meter portal.
- Accepts applications for and sets up new utility customer accounts.
- Receives customer requests and prepares work orders.
- Processes bulk payments from various online platforms, including lockbox, direct deposits, online, and ach drafts.
- Process cash collections for utility payments, including remote check depositing and credit card reconciliation.
- Processes delinquent notices; processing associated work orders to discontinue services for non-payment.

- Reviews and verifies automated payment accounts.
- Processes returned checks and ach payments; notifies customers and follows-up for non-payment.
- Reviews and processes billing adjustments.
- Processes bankruptcy notices.
- Preparation of monthly billing and consumption reports for various agencies and City departments.
- Performs related duties.

#### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of city and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of city utility billing policies and procedures.
- Knowledge of customer service principles.
- Skill in prioritizing and organizing work.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

#### SUPERVISORY CONTROLS

The Utility Billing Supervisor assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

#### GUIDELINES

Guidelines include city and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

#### COMPLEXITY / SCOPE OF WORK

- The work consists of related technical and customer service duties. Frequent interruptions contribute

to the complexity of the position.

- The purpose of this position is to provide technical and customer service support for the department's utility billing operations. Successful performance contributes to the efficiency and effectiveness of those operations.

#### CONTACTS

- Contacts are typically with co-workers, other city employees, customers, vendors, and the general public.
- Contacts are typically to give or exchange information and provide services.

#### PHYSICAL DEMANDS / WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light and heavy objects.
- The work is performed in an office.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

#### MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

# How to Submit Application



Human  
Resources  
Department

The application below is only for printing or saving to your computer to submit via the following:

Mail to: City of Rockport  
Attn: Human Resources  
2751 SH 35 Bypass  
Rockport, TX 78382

Fax: (361) 729-1128

Email: [hr@cityofrockport.com](mailto:hr@cityofrockport.com)

If you wish to submit your application electronically with digital signature, please return to the top of this packet and click on the supplied link or use the QR scan code.

# Application for Employment



**City of Rockport**  
**Attn: Human Resources**  
**2751 S.H. 35 Bypass**  
**Rockport, TX 78382**

**Phone: (361) 729-2213**  
**Fax: (361) 729-1126**

**hr@cityofrockport.com**  
**www.cityofrockport.com**

The City of Rockport is an equal opportunity employer. The City strives to comply with state and federal laws regarding discrimination based on race, creed, color, sex, religion, national origin, age, disability, veteran status or political affiliation. In addition, the City of Rockport complies with all other state and local laws prohibiting discrimination in those areas where such laws apply. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of a job.

If you need an accommodation during any phase of the application, interview, or employment process or any pre-employment testing, please notify Human Resources at (361) 729-2213 and every reasonable effort will be made to accommodate your needs in a timely manner. All applications submitted will be applicable only for the specific position being applied for and will remain on an "active" status until that vacancy has been filled.

Applicant Information			
Date:	Applicant Name:	Other Last Names Used (If any):	
Physical Address:		City:	State: Zip Code:
Mailing Address:		City:	State: Zip Code:
Cell Phone:	Other Phone:	E-mail:	
Social Security No.:	Driver License No./Identification Card No.:	State Issued:	

Position Information	
Position Applied For:	Date you are available to start work:
What type of employment are you willing to accept: <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Temporary	
How did you learn about us and/or the position for which you applied? Place a check next to the appropriate choice. <input type="checkbox"/> Advertisement <input type="checkbox"/> Walk-in <input type="checkbox"/> Relative/Friend <input type="checkbox"/> City website <input type="checkbox"/> Other: _____	

General Information	
Are you under 18 years old?	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please provide birth date: _____
Are you currently employed:	<input type="checkbox"/> Yes <input type="checkbox"/> No
May we contact your current employer?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you authorized to work in the United States on an unrestricted basis?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you worked for the City before?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide date(s) and department: _____
Have you been told the essential functions of the job or have you reviewed the job description?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you related to any elected official or employee of the City?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide the person's name, department, and relationship to you: _____

**General Information Continued**

The City of Rockport has adopted a Drug and Alcohol Policy to maintain a drug-free workplace. Any applicant applying for a safety sensitive position for employment with the City will be required to submit to testing for illegal drug use prior to employment. Employment will be contingent upon a negative drug test result.

Will you submit to drug testing?       Yes     No

Can you perform the essential functions with or without reasonable accommodations?     Yes     No

If no, describe accommodations required: \_\_\_\_\_

\_\_\_\_\_

Other than minor traffic offenses, have you ever been convicted of a crime (misdemeanor or felony) or received sentence (including deferred adjudication) for an alleged crime, been assigned a probation officer, or pleaded nolo contendere to an alleged crime? A "Yes" response will not necessarily disqualify an applicant for employment.       Yes     No    Attached additional sheets as necessary.

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Education History**

List all levels of education completed, beginning with High School/GED. Transcripts may be required for verification of education.

School Name and Location	Course of Study	Years Completed	Diploma / Degree
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Licenses/Certifications**

List licenses/certifications you currently hold.

License/Certificate Type	Issuing Agency or State	License/Certificate Number	Expiration
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Special Skills and Qualifications**

Summarize any special skills and qualifications pertinent to the position you seek.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Work History

List below present and past employment, beginning with the most recent. Include military service, paid, or unpaid, full or part-time, summer job, etc. Previous employers will be contacted to verify your employment record. "See resume" is not acceptable. Resumes can be attached to the application form for additional information but cannot be substituted for the present or past employment for this application or completing any portion of the application. The application must be completed in full.

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name and Title of Supervisor: \_\_\_\_\_

Date Started: \_\_\_\_\_ Starting Position: \_\_\_\_\_ Starting Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_

Date Ended: \_\_\_\_\_ Ending Position: \_\_\_\_\_ Ending Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_

Work Performed: \_\_\_\_\_  
\_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name and Title of Supervisor: \_\_\_\_\_

Date Started: \_\_\_\_\_ Starting Position: \_\_\_\_\_ Starting Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_

Date Ended: \_\_\_\_\_ Ending Position: \_\_\_\_\_ Ending Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_

Work Performed: \_\_\_\_\_  
\_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name and Title of Supervisor: \_\_\_\_\_

Date Started: \_\_\_\_\_ Starting Position: \_\_\_\_\_ Starting Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_

Date Ended: \_\_\_\_\_ Ending Position: \_\_\_\_\_ Ending Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_

Work Performed: \_\_\_\_\_  
\_\_\_\_\_

Reason for Leaving: \_\_\_\_\_



**Work History Continued**

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Name and Title of Supervisor: \_\_\_\_\_  
Date Started: \_\_\_\_\_ Starting Position: \_\_\_\_\_ Starting Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_  
Date Ended: \_\_\_\_\_ Ending Position: \_\_\_\_\_ Ending Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_  
Work Performed: \_\_\_\_\_  
Reason for Leaving: \_\_\_\_\_

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Name and Title of Supervisor: \_\_\_\_\_  
Date Started: \_\_\_\_\_ Starting Position: \_\_\_\_\_ Starting Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_  
Date Ended: \_\_\_\_\_ Ending Position: \_\_\_\_\_ Ending Pay: \$ \_\_\_\_\_ per/ \_\_\_\_\_  
Work Performed: \_\_\_\_\_  
Reason for Leaving: \_\_\_\_\_

See attached resume for additional employment history.

**Professional References**

Please list the name, e-mail, phone, and occupation of three (3) professional references not related to you. Professional references are individuals qualified to describe your capabilities for the position you seek.

Name	E-mail	Phone	Occupation
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Employment Eligibility Verification USCIS Form I-9 Notice**

The Immigration Reform and Control Act of 1986 requires employers to verify the citizenship, or authorization to work in the United States, on all individuals since November 6, 1986. Documentation is required no later than three days from employment commencement. It is the employee's responsibility to assure the Human Resources Department receives the appropriate documentation.

I acknowledge that I have read the above Employment Eligibility Verification USCIS Form I-9 Notice.

**New Hire Reporting Notice**

Federal and state law requires employers to provide information about all new or rehired workers to the Employer New Hire Reporting Operations Center in the Texas Office of the Attorney General. New hire reporting is mandated by federal law under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 and requires employers to report information that includes new employee's name, address, social security number, date of birth, salary information, and other work information. The State of Texas New Hire Program helps state agencies detect and prevent fraud, recover overpayments, and enables the Office of the Attorney General to locate noncustodial parents for child support.

I acknowledge that I have read the above New Hire Reporting Notice.

**Certification**

I hereby certify that answers given herein are true and complete to the best of my knowledge and agree that if employed, any misrepresentation, falsification or omissions of facts thereon shall justify my dismissal.

I hereby authorize the City of Rockport to fully investigate my record and work qualifications either before or after my employment by the City of Rockport, and to facilitate such investigation. I also hereby authorize any persons, office, agency or source, having information and knowledge about my personal, employment, military, educational, driving record, criminal, credit or financial history; prior work related injury information, physical screening, drug screening and other related matters as may be necessary in arriving at an employment decision to furnish and release such information to the City of Rockport. I hereby release employers, schools, agencies, or persons from all liability in responding to inquiries in connection with my application.

I understand that additional testing of job-related skills and drug screening may be required prior to employment after a contingent job offer of employment, and prior to reporting to work. Depending on the needs of the job, I may be required to be examined by a medical professional designated by the City to determine my ability to perform the essential functions of the job, with or without reasonable accommodation.

In submitting this application, I understand that it becomes the property of the City of Rockport and will not be returned. I hereby understand and acknowledge that any employment relationship with the City is of an "at will" nature; which means any employee may resign at any time and the City may discharge any employee at any time with or without cause.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date