



CAREER OPPORTUNITY UTILITY BILLING SPECIALIST

Pantego occupies about one square mile in the heart of Dallas-Fort Worth (DFW) – the nation's fourth largest metro area. We are two miles north of I-20 and bounded on three sides by Arlington. Though our weekday population exceeds 200,000, the residential population is just 2,650.

Staff, under the direction of the Mayor and Council, strive to preserve the small-town charm that our residents appreciate. Still, Town Hall is within ten miles of AT&T Stadium (home of the Dallas Cowboys), Globe Life Field (home of the Texas Rangers), Texas Live!, and Six Flags; or, thirty minutes from Fort Worth's historic Stockyards, downtown Dallas, or DFW International Airport.

*"SMALL TOWN CHARM...
BIG CITY OPPORTUNITIES"*

BENEFITS FOR FULL-TIME EMPLOYEES

Benefits package for employees working 30+ hours per week:

- Fully covered medical, dental, and vision (with optional buy-up plans or coverages); add spouse and/or eligible children at cost
- 80 hours paid vacation / year* (increases after five years)
- 8 hours of personal time / year*
- 14 paid holidays / year*
- 8 hours paid sick time / month*
- TMRS 2:1 match on mandatory 7% employee contribution; 5-year vest; 50% retroactive COLA for retirees
- Optional 457(b) plan via Nationwide
- Fully covered life insurance: 2X base annual earnings (up to \$200k)
- FSA/HSA/HRA, if eligible
- CareFlite membership

*PTO VARIES FIRE PERSONNEL WHO WORK A 48/96 SCHEDULE

APPLY TODAY

TOWNOFPANTEGO.COM/JOBS

Submit application to:

Christie Barris

Human Resources Coordinator

cbarris@townofpantego.com

1614 S Bowen Road,

Pantego, TX 76013

Resumes are welcomed as an accompaniment to applications but cannot be provided in lieu of. The Town of Pantego is an equal opportunity employer. The Texas Public Information Act (PIA) may require disclosure of applicant information.

THIS ROLE

The Utility Billing Specialist generates monthly invoices for about 1,300 accounts, accepts and processes payments, enters data, runs reports, answers customers' questions, and provides general administrative support. This involves daily interactions with residents, business owners, and employees in other departments.

This role staffs the front desk at Town Hall and reports to the Assistant City Manager but works most closely with the Public Works Department. The ideal candidate will have strong customer service skills, a keen eye for detail and accuracy, and the ability to prioritize competing tasks while staying on schedule. Because this role greets people who call or visit Town Hall, they must maintain a professional yet friendly demeanor, even in the face of criticism or complaint. And, they must be comfortable working in an environment where they may be interrupted frequently.

COMPENSATION

Starting salary is \$19.50 to \$21.00 / hour (DOQ)

TITLE	Utility Billing Specialist
CLASSIFICATION	Full-Time, Hourly, Non-Exempt <i>(eligible for overtime pay, if approved)</i>
COMPENSATION	\$19.50 to \$21.00 / hour
SCHEDULE	Monday through Friday, 8:00 a.m. to 5:00 p.m.
FACILITY	Town Hall (1614 S Bowen Road, Pantego TX 76013)
REPORTS TO	Assistant City Manager
WORKS ALONGSIDE	Permit Support Specialist
COORDINATES WITH	Public Works, Finance

JOB SUMMARY

The Utility Billing Specialist receives remote data from water meters, enters manual reads (as necessary), generates invoices for ~1,300 accounts, spot-checks for accuracy, and utilizes Quadiant equipment to fold, stuff, and postmark in-house. Other duties include routine maintenance and service of utility accounts (opening, closing, or updating account information), compiling reports, responding to customer questions and concerns, and close coordination with Public Works staff in the field.

In addition to utility billing responsibilities, this person also staffs the front desk at Town Hall. The ideal candidate will always ensure that the office is open on schedule (with backup available for PTO or similar) and ready to assist residents, business owners, staff, elected officials, and other community stakeholders – whether that be by greeting guests at the door, triaging emails, distributing mail, or taking phone calls for departments when they are unavailable.

Because this role has access to customers' financial and personal information, safeguarding and confidentiality are paramount. The ideal candidate will also be an expert in customer service, precision data entry, and time management. They will thrive in an environment where they have the freedom to develop the daily routine that best allows them to complete all tasks in a timely manner and will also be capable of efficiency despite frequent interruptions.

MINIMUM QUALIFICATIONS

- HS Diploma / GED (or equivalent)
- Valid Class C Texas Driver's License
- Pre-employment drug screening

PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES

- Experience in one or more of the following:
 - Utility Billing for a municipality / public utility
 - Customer Service
 - Cash Handling (Red Flag Rules Training)
 - Accounts Receivable
- Various office equipment including printing, scanning, folder/inserters, postage machine, etc.
- Operating a Windows PC and using or learning various software, including proficiency in Microsoft 365 (Outlook, Excel, OneDrive, etc.) and Incode (Tyler Technologies)
- Friendly, clear, and professional communication skills, both written and verbal
- Ability to organize and prioritize assignments
- Daily cash handling, reconciliation, and bank deposit preparation

*Job descriptions published by the Town of Pantego, Texas, are not intended to be an exhaustive listing of all responsibilities, duties, or skills required. The duties listed are illustrative of the various types of tasks that may be required. The omission of specific duties does not exclude them if the work is similar, related, or a logical assignment to this role. **Details listed herein are subject to review and alteration at any time – with or without notice. Though every effort is made to ensure accuracy, errors contained within shall not be binding.***

- Entry of numerical data quickly and accurately via calculator / 10-key
- Ability to assist customers through use of online services
- Ability to identify, analyze, and remedy billing errors
- Ability to establish and maintain effective working relationships with staff and the public
- Regular attendance and punctuality for assigned work schedule
- Bilingual preferred, but not required

CORE RESPONSIBILITIES

- Computes, prepares, and processes monthly billing of water, sewer, and related services
- Provides excellent customer service related to utility billing including collection of water revenues, accounting, verification, service orders, new accounts, termination of accounts, penalties/fees, adjustments, refunds, and deposits
- Balances and prepares daily cash reports (DCR) and bank deposits
- Resolves billing or service issues in accordance with administrative policies
- Coordinates with Public Works personnel regarding service requests
- Serves as the staff liaison for the Community Relations Board (CRB) and attends monthly meetings
- Greets and assists guests as they arrive at Town Hall
- Answer and route phone calls on the main line of Town Hall
- Attorney General training regarding the Open Meetings Act (OMA) and the Public Information Act (PIA) or ability to obtain within six (6) months
- Notary Public of the State of Texas or ability to obtain within six (6) months

PHYSICAL DEMANDS

Regular tasks involve the ability to exert physical effort usually involving some lifting, carrying, pushing and/or pulling of objects (up to 20 pounds). May involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.