

Castle Pines Metropolitan District

Job Description

Position: Billing Specialist (Non-Exempt Position)

Summary

The Billing Specialist position provides professional, accurate, and timely oversight of all utility billing and meter reading functions, and provides excellent customer service for the District. This position collaborates with office and field staff to ensure the integrity of the District's billing and meter reading systems and is responsible for water and sewer utility accounts receivables.

Primary Duties and Responsibilities

- Provide frontline customer support, conduct research, and communicate to customers regarding invoicing and water usage. Explain and clarify applicable regulations and District policies pertaining to utility billing processes.
- Maintain data integrity within the billing system by ensuring service information is updated and accurate for utility accounts; examine data and evaluate information to ensure accuracy and completeness. Communicate directly with customers, title companies, and developers to address account changes and financial adjustments.
- Process monthly utility billing from meter reading, fees, and administrative charges. Generate accurate and timely invoices for customers.
- Identify meter reading exceptions, collaborate with Operations staff to verify meter readings, and create proper billing of accounts.
- Request work orders to investigate meter exceptions and leaks at customer properties.
- Process customer deposits, accurately record receipts in customer accounts, and balance to bank activities.
- Perform other duties as assigned or required.

Note: This list is not intended to be an exhaustive list of all duties or responsibilities associated with this position.

Supervisor: Finance Manager

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Associate degree.

- 3+ years of experience in billing or accounts receivable in a customer service role (preferred).

Knowledge, Skills, and Abilities:

- Proficient knowledge and competence in the use of computer software, including but not limited to, Microsoft Office products (including Word, Excel, and Outlook), Adobe Acrobat, and PC operating systems. Ability to design and develop spreadsheets of intermediate difficulty. Adaptability to learn new software or office technologies as needed.
- Experience working in a customer-focused environment with a proven history of providing exceptional service to internal and external customers.
- Ability to work independently with broad direction and limited supervision.
- Strong problem-solving skills and the ability to prioritize workload.
- Ability to communicate effectively verbally and in writing.

Physical Demands:

- Regularly required to sit for extended periods of time and use a computer.
- Occasionally required to lift and carry items up to 20 pounds (e.g., office supplies).
- Frequent use of hands to handle, control, or feel objects, tools, or keyboards.
- Vision for reading, recording, and interpreting information.
- Speech communication and hearing to maintain communication with employees and citizens.

Work Environment:

- Primarily a professional office environment without remote work options.
- Minimal noise levels typical of an office setting.
- Standard work hours with occasional extended hours to meet deadlines.

Benefits:

- The salary range for this role is \$50,000 to \$69,800 annually. Starting salary depends on qualifications. This position is also eligible for a year end performance-based bonus.
- CPMD participates in PERA, which offers Defined Benefit (pension) and Defined Contribution retirement plan options.
- CPMD offers a comprehensive benefits package, including medical, dental, and vision insurance. CPMD currently covers 100% of the premium for medical, dental, and vision insurance for employees. CPMD also covers a portion of the premium for medical, dental, and vision insurance for dependents.
- CPMD currently pays 100% of the premium for short-term disability, long-term disability, and life insurance for employees.
- CPMD currently offers 10 paid holidays for employees, plus PTO accrual beginning at 160 hours per year initially.
- Other minor benefits as described in our Employee Handbook.

About Castle Pines Metropolitan District

CPMD is a quasi-governmental agency located near Castle Rock, Colorado. We provide water, wastewater, and stormwater services to approximately 5,000 residents. Despite our size, we pride ourselves in providing a top-tier water treatment and distribution system for the benefit of our residents. Our office is located within Castle Pines Village, where we frequently see elk, wild turkey, and other wildlife from our office.