

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Billing Coordinator

Department: Finance
Pay Grade: 509
FLSA Status: Non-Exempt
Job Code: F370

JOB SUMMARY

The purpose of this classification is to perform complex administrative, technical, and analytical duties related to utility, property tax, and general billing operations for the City. The position is responsible for maintaining accurate customer accounts, ensuring timely billing and collections, reconciling payments, and preparing monthly and annual reports for management review. The Utility and Tax Billing Coordinator works closely with Accounting, IT, and other departments to ensure compliance, data accuracy, and efficiency across billing systems and revenue collection processes.

ESSENTIAL JOB FUNCTIONS

- Administers all aspects of the City's utility, property tax, and general billing operations, including account setup, maintenance, billing, adjustments, and collections.
- Generates and reconciles monthly bills for water, sewer, sanitation, stormwater, property taxes, and other City revenue programs.
- Reviews account data for accuracy, performs reconciliations, and ensures compliance with established billing schedules, rates, and accounting standards.
- Coordinates with Resident and Business Services, Public Works, and other departments to process service orders, meter changes, and rate updates.
- Processes billing adjustments and credits; ensures accuracy of rates, service codes, and account balances.
- Reviews property tax digest updates and ensures correct assessment, exemption, and supplemental billing.
- Coordinates bill printing and distribution with third-party vendors; reviews samples for accuracy and authorizes release.

- Oversees returned payments, NSF checks, and related account corrections; applies service charges and initiates follow-up with customers.
- Manages collection efforts for delinquent utility, tax, and other City receivable accounts:
 - Prepares collection notices and payment arrangements;
 - Monitors aging reports and payment activity;
 - Coordinates with Finance and Legal on outstanding balances and lien processing;
 - Provides customer support and negotiates payment solutions while maintaining compliance with City policies.
- Compiles and analyzes monthly billing, collection, and reconciliation reports for inclusion in the Finance Department's Monthly Business Review.
- Prepares annual billing and collection summaries for audit, ACFR reporting, and performance tracking.
- Supports management with forecasting, variance analysis, and trend identification related to revenues, delinquencies, and consumption.
- Assists with testing, validation, and process improvements during system upgrades or software implementation.
- Maintains accurate and complete records of account activity, adjustments, and correspondence.
- Provides high-quality customer service, responding promptly to inquiries, billing questions, or disputes.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a high school diploma or GED; supplemented by three (3) years of progressively responsible experience in utility billing, property tax, or general billing and collection functions within a municipal or governmental setting. An associate degree in Accounting, Finance, Business Administration, or a related field is preferred.

Licenses or Certifications:

- None required; certification in governmental accounting, revenue collection, or utility billing preferred.

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Knowledge of municipal utility billing, property tax, and general billing practices, procedures, and regulations.
- Knowledge of accounting principles and best practices for financial reconciliation and cash handling.
- Skill in preparing, reviewing, and balancing complex billing and collection reports.
- Proficiency in Microsoft Excel, financial software, and data analysis tools.
- Strong analytical, research, and problem-solving skills to resolve discrepancies or account issues.

- Excellent organizational skills and attention to detail, with ability to manage multiple deadlines.
- Ability to prepare clear and concise financial and operational reports for management review.
- Ability to work collaboratively with other departments, financial institutions, and external vendors.
- Strong customer service and communication skills, with professionalism in handling sensitive financial matters.
- Ability to maintain confidentiality and integrity in all fiscal operations.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.