

SNOHOMISH COUNTY JOB DESCRIPTION

UTILITY BILLING ASSISTANT

Spec No. 6181

BASIC FUNCTION

Coordinates the billing process for surface water management; establishes and maintains billing accounts; receives and responds to citizen inquiries and conducts research, evaluates and makes recommendations regarding requests for rate adjustments.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Creates and maintains databases and spreadsheets; updates records as necessary.
2. Computes and calculates the area acreage and impervious surfaces for billing purposes; researches and verifies data utilizing various county records, files, reports and maps.
3. Coordinates surface water-billing procedures with other county departments and agencies; requests and coordinates inspections of impervious surfaces and detention facilities.
4. Responds to inquiries from customers; explains the process regarding claims for exemption billings or assessment adjustments.
5. Conducts research for various county records, files, reports, and maps; verifies data such as addresses, zoning designations and property boundaries; conducts field inspections to calculate impervious surfaces and drainage system conditions; initiates requests for new information as necessary.
6. Reviews assignments of properties to watersheds and changes watershed assignments and boundaries as necessary; monitors and reviews property segregation information as necessary.
7. Develops, recommends and implements procedural changes and systems for use in the work unit; coordinates work flow within the assigned office.

STATEMENT OF OTHER JOB DUTIES

8. Performs related duties as required.

MINIMUM QUALIFICATIONS

An Associates of Arts degree; AND, one (1) year experience related to essential job duties; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required for employment.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- desk top computer skills in the areas of spreadsheets, word processing, databases, and internet search methods;
- office practices and procedures;
- legal descriptions;
- data processing practices and procedures;
- basic mathematical calculations.

Ability to:

- learn to apply complex ordinances and legislation relating to surface water billing;
- accurately process data and maintain records;
- work independently;
- establish and maintain effective working relationships with other county employees, representatives of other agencies and with the general public;
- communicate effectively both orally and in writing;
- operate standard office equipment.

SUPERVISION

Employee reports to an administrative superior as assigned.

WORKING CONDITIONS

The work is performed in the usual office environment with four (4) plus hours daily on the computer.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: June 1991
Previous Spec No. 711751
Revised: June 1993, July 1994, June 2010, July 2010
EEO Category: 6 – Administrative Support
Pay Grade: 310 – Clerical Pay Plan
Workers Comp: 5306 – Non Hazardous