



Job Description

Last Revision: January 2023

POSITION TITLE	Utility Billing & Permitting Technician
DEPARTMENT/LOCATION	Finance/City Hall
IMMEDIATE SUPERVISOR	Finance Director
POSITION & FLSA STATUS	Full-Time/Non-Exempt

POSITION SUMMARY

The Utility Billing & Permitting Technician is a moderately complex position requiring knowledge of municipal licensing and permit practices. Work is performed in accordance with established procedures, and independent judgment is required in analyzing the cost for building permits and the issuance of licenses. Communicating with the public and maintaining a favorable image with the residents of City of St. Anthony is essential.

ESSENTIAL ACCOUNTABILITIES AND JOB RESPONSIBILITIES

Utility Billing

- Maintain the city's utility billing system including processing of new accounts, pro-rating bills, importing meter readings, processing changes of ownership, preparing bills and processing adjustments as required.
- Help maintain and foster an environment that facilitates a helpful, effective and professional philosophy of the City.
- Prepare daily cash deposits and balance to Utility Billing entry.
- Manage the ACH processing of accounts quarterly.
- Addressing customer inquiries, changeovers, and routine questions received by telephone calls, emails, written correspondence and at the counter.
- Quarterly review of the City's delinquent accounts for shut-off notifications.
- Initiate and follow-up with work orders to correct issues with metering usage.
- Work with the City Auditor to review year-end utility billing records.

Licensing/Permitting

- Issue residential - commercial building, plumbing, heating, electrical, sign and zoning permits accurately calculate and collect the cost for all permits.

- Responsible for maintaining reports and records relating to permits to the counties & state at the end of the month, and coordinates appointments for the Public Works Department as needed.
- Responsible for tracking SAC charges and submitting quarterly surcharge reports.
- Performs record keeping and updating of records relating to issuing and the expiration for all City licenses and monitor to insure they are renewed and paid in a timely manner.
- To receipt miscellaneous payments from various vendors, contractors, MN state department, Swift account.
- Maintaining a tactful and courteous rapport with the public, City officials, property owners and businesses. Handle inquiries regarding various planning and zoning issues, building inspections, sign permits, driveway permits, general code violations and related zoning requirements or refer to the planner.
- Work in cooperation with other City departments and when appropriate refer residents to the appropriate department to contact.
- Responsible for handling a wide variety of questions from the public over the phone and in person providing them with accurate and timely information.

Other Duties

- Answer customer inquiries related to the street improvement assessments and assessment payments for both Ramsey and Hennepin residents. Monitor internal control procedures to insure assessments payments are reported in a timely manner to the counties.
- Generate invoices to other municipalities and developer's deposit (escrow money.)
- Prepare invoices for false alarm responses the police respond to.
- Prepare delinquent balances to be certified to property taxes.
- First responder when greeting visitors and answering phones at City Hall and directing them to the proper offices.
- Perform various customer service and administrative duties such as receiving, sorting and distributing incoming mail.
- Cell Phone coordinator for Admin, Public Works, Fire and Finance departments.
- Handle general liability claims.
- Enter daily receipts in Civic Systems and prepare bank deposit.
- Monitoring and inputting information on the electronic sign and cable access postings.
- Provide back up to other positions and duties in the Finance Department and other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Help maintain and foster an environment, which helps facilitate a helpful, effective and professional philosophy of the City.
- Ability to establish and maintain effective working relationships.

- Demonstrate effective oral and written communication skills.
- Ability to exercise independent judgment in accomplishing assigned and job related activities.
- Knowledge of financial accounting applications and software.

MINIMUM JOB QUALIFICATIONS

- High School Degree or GED;
- General knowledge of accounting and finance practices;
- Proficient in computer/word processing skill;
- Ability to work independently with minimal supervision.

Or

- Such alternatives to the above qualifications as the City may find appropriate and acceptable

DESIRABLE JOB QUALIFICATIONS:

- Two year degree from accredited Business School.
- Previous work related experience in issuing business licenses and permits in a municipal setting.

WORK ENVIRONMENT

Work space is contained in a climate controlled, smoke-free office environment. Furniture, equipment, and filed records limit space within the office. Distracting noise levels may be present at times due to office machines, telephones, and conversations. Sections of the office area are open to the public. Opportunities to leave the immediate area may be limited to those occasions when other employees are available to monitor the area.

TYPICAL PHYSICAL REQUIREMENTS FOR THIS POSITION

Work requires occasional lifting, reaching, and handling of files and reports. Frequent keyboard use involves repetitive motions of arms, wrists, and fingers. A moderate amount of time is spent moving within the building to communicate with staff and the public. Vision must be sufficient to read instructions and words and numbers on paper and computer screens. Work is very light requiring exertion of up to 15 pounds of force occasionally to move printed materials or equipment.

ACKNOWLEDGEMENT

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the

work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor and/or Department Head Signature

Date