



Now accepting applications
for:

UTILITY BILLING SPECIALIST

\$20.68 - \$29.17 per hour

Why City of Hudson?

Because where you choose to work, matters. Because you value giving back to the community. Because you want to be a part of a team that cares.

WEBSITE:

www.hudson.oh.us

EMAIL:

HumanResources@hudson.oh.us

Utility Billing Specialist
A detail-oriented, independent worker with strong customer service skills and an understanding of utility billing processes.

Bettering Today, Welcoming Tomorrow.
Join the Hudson team.

OHIO
HUDSON

What's the role?

The Utility Billing Specialist will perform advanced clerical accounting and customer service support. The position involves responsibility for billing, receipts, work order processing, and customer service in the Utility Billing Office and customer service in the Public Works Administration Office. Applicants are encouraged to visit <http://hudson.oh.us> for more information regarding the recruitment process for this rewarding opportunity.

The Essentials

- Knowledge of office practices and procedures
- Paraprofessional accounting and finance skills
- Strong customer service skills
- Ability to work independently

What you will do...

- Respond to customer inquiries regarding public utilities and city services
- Enter data in electronic databases
- Receive and process utility payments
- Coordinate utility shut-off notices
- Ensure proper posting, reconciling, and depositing of funds



Apply Now!

Applications must be submitted electronically with a resume, to the Human Resources Department via Email HumanResources@hudson.oh.us OR Fax: (330) 342-1794

Please provide a valid email address on your application.

Applications will be open until January 29, 2021.

Are we a Match?

- You are detail-oriented
- You have effective verbal and written communication skills
- You are friendly, tactful, respectful and courteous
- You maintain confidentiality
- You can work well under pressure during city outages or weather-related events

Some of the Perks!

- Comprehensive Benefits:
 - Generous paid leave and group health coverage (medical, dental, Rx, vision, EAP)
 - OPERS retirement (employer contributes 14%; employee contributes 10%)
 - Paid Life & Disability Insurance of \$50,000
 - Employer-provided Health Reimbursement Arrangement of \$2000 single/\$4000 family
- Support for Continuous Learning & Development:
 - Up to \$5,250 per year tuition reimbursement for work-related courses
 - Opportunities for off-site training on software
- Wellness and Engagement Culture:
 - Employee appreciation days and activities
 - Ongoing commitment to robust internal communication and feedback
 - Culture that respects employee views and opinions.



JOIN OUR TEAM!!

The City of Hudson is an Equal Opportunity Employer and maintains a policy of Equal Employment Opportunity for all employees and applicants. The City of Hudson does not discriminate in employment or the provision of services on the basis of race, color, national origin and ancestry, gender (sex), religion, age, disability, sex (wages), military status, genetic information, pregnancy, or any other characteristic protected by Federal or State law.

ACCOUNT CLERK II (Utility Billing Specialist)

FLSA Status: N

Class Code: Non-Bargaining

Updated: 1/07/2021

CLASS SUMMARY

This position performs advanced clerical accounting work. An employee in a position in this class is responsible for the maintenance and processing of data related to specific departmentally assigned duties within an automated office environment. Employee may assist other office support positions within the respective operational area. Work is performed under general supervision of a Department Director or Supervisor with considerable opportunity for exercising independent judgment in accordance with established policies and procedures. This classification is distinguished from Account Clerk I by the level of difficulty of the accounting clerical work and the independence of action characteristics associated with the work. Work is reviewed through system checks and balances and for timeliness, accuracy and adherence to city policies and procedures through review of records and reports, meetings, and annual performance evaluations. Some incumbents may serve as lead worker over subordinate account clerk positions and may be assigned to check the tabulations-accounting related work of meter readers or other clerical/secretarial employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(Any one position may not include all the duties listed nor do the listed examples include all duties which may be found in positions of this class. Allocation of positions to this class will be determined on the amount of time spent in performing the primary duties.)*

Oversees the preparation and processing of utility bills; supervises and participates in receiving, reconciling, and depositing funds, reconciling checks, statements, utility bills and computer summary reports; traces, reviews and reconciles records and support documents and determines corrective measures for adjusting inconsistencies and errors; checks the work of meter readers.

May audit and process payments for contractual work and vendors; invoices, and other financial documents; reviews receiving reports; verifies calculations, extensions, and discounts for services and purchases; schedules accounts payable transactions for discounts; posts expenditure entries and prepares and generates checks for signature; distributes accounts payable checks.

Maintains and audits supply/ equipment expenditure status.

Compiles and sorts documents, such as invoices and checks, substantiating accuracy of transactions.

Reviews data for accuracy, compiles data for entry into computer, enters correct data, computes data for weekly and monthly reports, records specific changes to information or data base, prepares, generates, and distributes weekly, monthly, quarterly or annual reports.

Processes and maintains accuracy of data for accounting systems for a variety of systems or programs, such as payroll, utility billing, accounts payable, inventory control, purchase order invoice tracking, code enforcement or customer inquiry systems; compiles, reviews and compares invoices against purchase orders, shipping/receiving documents, and vendor statements to ensure accuracy.

Develops and maintains computer generated spreadsheets as necessary; posts and reconciles computer transactions; computes and records charges; calculates totals, net amounts and records computations; makes computations on separate adding and calculating machines.

ACCOUNT CLERK II (Utility Billing Specialist)

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Updated: 1/07/2021

Maintains filing systems for retrieval and coordination of information within and across operational areas; accepts and posts payments, balances cash or petty cash drawer.

Responds to requests for information from management, employees and the general public; coordinates information and enters work order information into database for appropriate operational areas; prepares sufficiently detailed reports for public meetings and/or discussions; sends notification correspondence and assists in resolution of public or customer concerns.

Prepares, reviews, and coordinates official documents for performance and material contracts for appropriate divisional operation.

Enters data in electronic databases and maintains information and records for accuracy and record retrieval.

Must provide a high level of customer service by being courteous, responsive, respectful and helpful in all interactions with staff, superiors and the general public.

Must establish and maintain effective working relationships with superiors, employees, vendors, financial institutions and the general public.

Must have regular, reliable, and punctual attendance.

Must follow and comply with City rules and policies.

Other duties as assigned.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT *(The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

While performing the duties of this job, the employee is regularly required to sit, stand, and handle or operate standard office equipment. The ability to enter data into computer terminals in a sustained manner is required. The employee is frequently required to talk or hear. Specific vision abilities required by this job include close vision.

MINIMUM QUALIFICATIONS

Work requires possession of a high school diploma, or GED.

Two to three years' experience with bookkeeping, accounting, auditing, and general accounting principles, practices, methods, functions and procedures; or any equivalent combination of education and/or experience that provides the following knowledge, abilities, and skills:

- Knowledge of office practices and procedures.
- Knowledge of modern computer data entry procedures.

City of Hudson, Ohio

ACCOUNT CLERK II (Utility Billing Specialist)

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- Some knowledge of, or ability to quickly learn, account clerical procedures and practices endemic to assignment.

Ability to interpret and apply complex policies, regulations, codes, and procedures.

Ability to make accurate mathematical calculations.

Ability to key alpha numeric data quickly and accurately and to recognize and correct data entry errors.

Ability to maintain confidentiality regarding financial matters.

Ability to communicate effectively with a variety of work-related contacts, both orally and in writing.

Ability to effectively plan, organize, schedule, and prioritize activities, tasks, and assignments.

Ability to maintain complex records and prepare meaningful clear, concise, and accurate reports.

Ability to answer inquiries from the public in a respectful, tactful, courteous, effective, and professional manner.

Skill in the use of computer and data-entry equipment.

Skill in establishing and maintaining effective working relationships with superiors, employees, vendors, financial institutions and the general public.

LICENSE, CERTIFICATE, OR OTHER REQUIREMENTS *(All required licenses and certificates must be current, and the privileges granted under each cannot be suspended or otherwise encumbered.)*

None required



CITY OF HUDSON EMPLOYMENT APPLICATION

The City of Hudson is an Equal Opportunity Employer, and maintains a policy of Equal Employment Opportunity for all employees and applicants. The City of Hudson does not discriminate in employment or the provision of services on the basis of race, color, religion, gender (sex), national origin and ancestry, age, disability, sex (wages), military status, genetic information, pregnancy, or any other characteristic protected by federal or state law.

The information provided in this application will be used to determine your suitability to continue in the hiring process with the City of Hudson. Please submit one application per position to the address indicated on the job posting or examination announcement. If you need additional space to provide complete information, attach a letter-sized sheet (8 ½ x 11) to this application, which should include in the caption the position you are applying for and your name. This application will be considered only if it is submitted in response to a current job opening. If you wish to be considered for future job openings with the City of Hudson, you must fill out another job application in response to that specific job opening. Copies are acceptable. Applications lacking sufficient information will not be processed. Please be sure to complete the entire application and ensure your application is received by the closing date. Also note that, once submitted, this completed form will be subject to all applicable public records laws. If you are selected to continue in the hiring process, you will be required to complete additional forms and provide additional information, in addition to updating any information provided in this application.

Applicants with disabilities may contact Human Resources via telephone, fax, e-mail, or other means to request and arrange for accommodations. If you need assistance to accommodate a disability, you may request an accommodation at any time. Please contact the Human Resources at (330) 342-1700 (phone), (330) 650-6756 (fax), or HumanResources@hudson.oh.us (e-mail).

All information provided on this application and at any stage of the hiring process must be truthful and complete. Any false statements, material misrepresentations, or deliberate omissions of a fact or facts in this application, or at any stage of the hiring process, shall be considered sufficient cause for refusal to hire AND shall be considered sufficient cause, if employed, for termination from employment.

PLEASE TYPE OR PRINT IN INK

POSITION:		
NAME: (Last, First, Middle)		
ADDRESS: (Street, City, State, Zip Code)		
HOME PHONE :	ALTERNATE PHONE :	E-MAIL ADDRESS:
ARE YOU LEGALLY ELIGIBLE TO WORK IN THE U. S.?		Yes <input type="checkbox"/> No <input type="checkbox"/>
IF UNDER 18 YEARS OF AGE, DO YOU HAVE A CURRENT WORK PERMIT?		Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
ARE YOU WILLING TO WORK ANY SHIFT?		Yes <input type="checkbox"/> No <input type="checkbox"/>

EMPLOYMENT HISTORY

It is required that you complete all sections of your employment history below, beginning with the most recent employment and working back. If you need additional space to provide complete information, attach a letter-sized sheet (8 ½ X 11) to this application, which should include in the caption the position you are applying for and your name. **Do not use "See Resume" as a substitute for completing your employment history.**

POSITION TITLE(S):	EMPLOYER:	DATES: From: To:
ADDRESS: (Street, City, State, Zip Code)		
COMPANY:	PHONE NUMBER:	IMMEDIATE SUPERVISOR:
HOURS PER WEEK:	SALARY: Starting: Current:	MAY WE CONTACT THIS EMPLOYER: YES: <input type="checkbox"/> NO: <input type="checkbox"/>
DUTIES:		
REASON FOR LEAVING:		
POSITION TITLE(S):	EMPLOYER:	DATES: From: To:
ADDRESS: (Street, City, State, Zip Code)		
COMPANY:	PHONE NUMBER:	IMMEDIATE SUPERVISOR:
HOURS PER WEEK:	SALARY: Starting: Ending:	MAY WE CONTACT THIS EMPLOYER: YES: <input type="checkbox"/> NO: <input type="checkbox"/>
DUTIES:		
REASON FOR LEAVING:		

POSITION TITLE(S):	EMPLOYER:	DATES: From: To:
ADDRESS: (Street, City, State, Zip Code)		
COMPANY:	PHONE NUMBER:	IMMEDIATE SUPERVISOR:
HOURS PER WEEK:	SALARY: Starting: Ending:	MAY WE CONTACT THIS EMPLOYER: YES: <input type="checkbox"/> NO: <input type="checkbox"/>
DUTIES:		
REASON FOR LEAVING:		
POSITION TITLE(S):	EMPLOYER:	DATES: From: To:
ADDRESS: (Street, City, State, Zip Code)		
COMPANY:	PHONE NUMBER:	IMMEDIATE SUPERVISOR:
HOURS PER WEEK:	SALARY: Starting: Ending:	MAY WE CONTACT THIS EMPLOYER: YES: <input type="checkbox"/> NO: <input type="checkbox"/>
DUTIES:		
REASON FOR LEAVING:		

EDUCATION		
HIGH SCHOOL NAME:		LOCATION: (City, State)
		DID YOU GRADUATE? YES: <input type="checkbox"/> NO: <input type="checkbox"/>
CIRCLE YEAR COMPLETED: 9 10 11 12		OBTAINED GED? YES: <input type="checkbox"/> NO - N/A: <input type="checkbox"/>
COLLEGE/UNIVERSITY/TRADE TECH NAME:		LOCATION : (City, State)
CIRCLE YEAR COMPLETED: 1 2 3 4 5 6	DID YOU GRADUATE? Yes No	MAJOR:
DEGREE RECEIVED :		NUMBER OF QUARTER/SEMESTER HOURS COMPLETED:
COLLEGE/UNIVERSITY/TRADE TECH NAME:		LOCATION : (City, State)
CIRCLE YEAR COMPLETED: 1 2 3 4 5 6	DID YOU GRADUATE? Yes No	MAJOR:
DEGREE RECEIVED :		NUMBER OF QUARTER/SEMESTER HOURS COMPLETED:
COLLEGE/UNIVERSITY/TRADE TECH NAME:		LOCATION : (City, State)
CIRCLE YEAR COMPLETED: 1 2 3 4 5 6	DID YOU GRADUATE? Yes No	MAJOR:
DEGREE RECEIVED :		NUMBER OF QUARTER/SEMESTER HOURS COMPLETED:

POSITION RELATED SKILLS	
OFFICE SKILLS:	
Typing Speed:	
COMPUTER SKILLS:	
OTHER SKILLS:	
LANGUAGE (S):	
Spoken:	
Written:	

CERTIFICATIONS, LICENSES & OTHER

GENERAL

- State of Ohio Driver's License
- Commercial Driver's License
 - CDL A Expiration Date _____
 - Tanker Endorsement
 - CDL B Expiration Date _____
 - Tanker Endorsement
 - CDL C (Passenger-Bus) Expiration Date _____
 - High school diploma or GED equivalent

POLICE RELATED

- OPOTC certificate meeting the requirements described in Section 109: 2-1-12(D) of the Ohio Administrative Code Expiration Date _____

FIRE RELATED

- State of Ohio Firefighter Certification
- Firefighter II (240 hour) Expiration Date _____
- State of Ohio EMT-P (Paramedic) Certification Expiration Date _____
- Firefighter Physical Assessment (Agility) Certification [From Cuyahoga Community College (Tri-C), Stark State University, or equivalent] Expiration Date _____

DISPATCH

- LEADS certified operator Expiration Date _____
- Certification as an Emergency Medical Dispatcher (EMD) Expiration Date _____

OTHER (certifications and/or licenses that you currently hold that you feel are relevant to the position for which you are applying, such as Electrical, HVAC, Plumbing, First Aid, FEMA-NIMS ...)

	Expiration Date _____
	Expiration Date _____
	Expiration Date _____
	Expiration Date _____
	Expiration Date _____
	Expiration Date _____
	Expiration Date _____
	Expiration Date _____
	Expiration Date _____
	Expiration Date _____

CANDIDATE CERTIFICATION

I certify that I have read, understand, and agree and attest to each of the following statements:

1. All of the information that I have supplied above in my application are true, accurate, and complete, to the best of my knowledge, and that I have not knowingly withheld any information.
2. I understand that any false statements, material misrepresentations, or deliberate omissions of a fact or facts in this application, or during the hiring process, shall be considered sufficient cause for refusal to hire.
3. I understand that any false statements, material misrepresentations, or deliberate omissions of a fact or facts in this application, or during the hiring process, shall be considered sufficient cause if employed, for my termination from employment.
4. I understand that this application will be considered only if it is submitted in response to a current job opening, and that if I wish to be considered for future job openings with the City, I must fill out another job application and submit it in a timely manner for that(those) specific job opening(s).
5. I understand that the City of Hudson will make a thorough investigation of my entire work and personal history and may verify all data given in my application for employment, related papers, or oral interviews. I authorize such investigation and the giving and receiving of any information requested by the City of Hudson and I release from liability any person giving or receiving any such information.
6. I understand that information may be obtained through personal interviews with my neighbors, friends or others with whom I am acquainted. This includes information as to my character, general reputation, personal characteristics and mode of living.
7. I authorize any physician or hospital to release any information which may be necessary to determine my ability to perform the duties of a job I am being considered for prior to employment or, in the future, during my employment with the City of Hudson.
8. I understand that although management makes every effort to accommodate individual preferences, business needs may, at times, make the following conditions mandatory: overtime, shift work, or a rotating work schedule other than Monday through Friday. I understand and accept these as conditions of my continuing employment.
9. I understand that if I am offered employment it will be contingent upon submitting to and passing a post-offer physical examination, which may include drug and alcohol screening, and that if I fail, it will be grounds for the contingent offer being withdrawn.
10. I understand that information received by the City of Hudson regarding my application for employment is subject to the State of Ohio Public Records Act.
11. I further understand that this is an application for employment and that no employment contract is being offered.

I have read and understand the above.

Signed _____

Date _____