



CLASS TITLE | UTILITIES ACCOUNTING ASSISTANT

PAY GRADE: OT-18 | www.cityoftulsa.org/pay

Class Code: 6524

Effective Date: 01/08/2025

PURPOSE OF THE CLASSIFICATION: Under general direction performs technical, administrative and supervisory or lead work involving setup and maintenance of properties and utility service records, coordinating projects, recording and maintaining financial transactions; and other related assigned duties.

ESSENTIAL TASKS:

- Ensures timely and accurate data entry and set-up of new properties and utility services in the Utility Information System and ensures that all transactions are consistently and accurately documented
- Works with other groups to schedule and coordinate moving of meters between meter read routes
- Coordinates complex projects involving utility service setup changes and consolidations
- Schedules and completes complex meter exchanges in the Utility Information System and reviews completed work to ensure accurate billing
- Monitors and collects scheduled reports and logs incoming and completed work
- Coordinates and prepares payment requests for mainline extension contracts
- Reviews fringe contract reports and prepares payment requests to contractors
- Reviews daily bill print file and submits for printing, reconciling number of bills printed by contractor with daily bill print file totals
- Distributes and controls clerical inspect bills and ensures timely mailing
- Prepares or directs the preparation of schedules and reports reflecting accounting and consumption information
- Investigates and resolves revenue and consumption variances
- Analyzes consumption patterns, investigates leak reports and calculates complex billing adjustments
- Researches, identifies and corrects misapplied payments and suspense items
- Processes returned payments and coordinates services interruptions due to insufficient payments
- Drafts professional correspondence in response to inquiries from internal and external customers
- Plans and directs work of subordinate customer account representatives
- Researches and explains City policies to other employees and utility customers
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. (a) Graduation from high school or possession of General Educational Development Certificate (GED); **and**,
(b) Five (5) years of experience relevant to the essential tasks listed in this job description;
- or,**
2. (a) Completion of sixty (60) hours of college credit from an accredited college or university; **and**,
(b) Three (3) years of experience relevant to the essential tasks listed in this job description



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Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of accounting principles, methods and practices
- Considerable knowledge of and skill in applying rules of grammar, spelling and punctuation
- Considerable knowledge of modern office methods and procedures

Ability to:

- Operate computers and other office equipment
- Plan and supervise the work of clerical personnel; ability to make mathematical calculations with speed and accuracy
- Prepare financial reports and spreadsheets
- Understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding

Skill in:

- The use of computers and various software including word processing, spreadsheets, database applications and operating systems

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may be required to work occasional fluctuating hours to accommodate peak times and heavy workloads.

EEO Code: N-06

Group: Fiscal

Series: Account Clerical