



Green Valley Special Utility District
605 FM 465, P.O. Box 99
Marion, Texas 78124
Telephone: 830.914.2330
Fax: 830-420-4138
Website: www.gvsud.org

Business Manager

FLSA STATUS: Exempt DEPARTMENT: Business
REPORTS TO: General Manager
WORK LOCATION: Marion, Texas
EFFECTIVE DATE: March 1, 2025

POSITION SUMMARY:

The Business Manager is responsible for managing Customer Service, Billing and Meter Department in order to maximize the effectiveness and efficiency of the organization, ensuring positive service levels and high-quality deliverables. Assists leadership in resolution of complex administrative, analytical, and staffing issues.

ESSENTIAL FUNCTIONS:

- Assisting Customer Service/Billing Supervisor with any questions or concerns
- Assisting Customer Service Associates with any questions or concerns
- Assisting Billing Associates with any questions or concerns
- Assist in Drive Thru or Lobby as needed
- Answer phones as needed
- Assist with customers as needed
- Knowledge of all duties in both CS/Billing
- Backup for all positions/tasks in CS/Billing
- Communicate with CS/Billing on all new or updated procedures
- Verify monthly reporting is complete
- Create reports for Customer Service/Billing for stream lining daily duties
- Communicate with Logics/Billing Software
- Provide feedback to CS/Billing from Logics on corrections or updates
- Communicate with Regroup Notification System
- Provide feedback to CS/Billing/Lineman on Regroup Notification System corrections or updates
- Correct any issues with Regroup Notification System
- Verify calculations and complete winter averaging for Santa Clara customers
- Provide billing reports for auditors
- Assist other departments with billing and reporting information
- Create rates/Update rates
- Create fees/Update fees
- Create/Maintain all reporting for database clean up
- Create new Logics accounts for new employees
- Maintain all billing software functions in Logics

- Submit office supplies and equipment orders for department
- Assist or provide resolution for account disputes
- Handle bankruptcy accounts
- Create detailed SOP (Standard Operating Procedures) for all processes
- Communicate/ update forms on the website
- Communicate and assist 4 other sewer companies regarding billing for sewer services
- Cross train and delegate duties
- Approve and review all overtime for CS/Billing/Meter department employee's
- Repair, maintain, troubleshoot or order all CS/Billing equipment
- Ensure Lobby and Drive thru are clean and stocked
- Ensure all evening tasks are completed, i.e., doors locked, tubes returned, "closed" lights are on, shades down, phones transferred to answering service
 - Responsible for correcting any function listed above afterhours
- Conduct performance review for Customer Service, Billing & Meter Supervisor
- Communicate with Meter Supervisor for monthly reading dates
- Collaborate with Meter Supervisor on AMI implementation
- Assist with any backup needed
- Ensure quality standards and company policies are upheld

EDUCATION/ CERTIFICATIONS:

- High school diploma, general education degree or equivalent
- Valid Class "C" Texas Driver's License.

KNOWLEDGE/SKILLS/ABILITIES

- Understand the project management process and apply appropriate tools and techniques to projects assigned.
- Read, analyze, and interpret complex scientific and financial studies and written reports.
- Employ sound judgment; think coherently and logically; and employ deductive and inductive reasoning.
- Employ and demonstrate advanced knowledge of Microsoft Office programs.
- Must demonstrate excellent oral, written, and verbal communication skills.
- Must possess managerial skills and work well in a team environment.
- Ability to meet work schedules is essential.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The work is typically performed while sitting at a desk or while intermittently sitting, standing, walking, bending, crouching, or stooping.
- May be subject to repetitive motion such as typing and vision to monitor.

Employee:

Supervisor:



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Meter Supervisor

FLSA STATUS: Non-exempt DEPARTMENT: Meters
REPORTS TO: Business Manager
WORK LOCATION: Marion, Texas
EFFECTIVE DATE: March 1, 2025

JOB SUMMARY:

The Supervisor - Meter Services is responsible for supervising an area of specialty to include Meter Operations, Meter Reading, Meter Installations or Field Services.

ESSENTIAL JOB FUNCTIONS:

- Supervises, selects, develops, trains, mentors and evaluates personnel.
- Provides guidance to employees by assigning and checking work.
- Develops procedures and policies.
- Develops measures to analyze and improve overall efficiency.
- Schedules personnel to provide adequate staffing levels.
- Evaluates, develops and implements plans during normal and crisis situations to include coordinating the replacement of assets with minimum disruption to customers.
- Plans, coordinates and executes projects.
- Documents investigative findings, recommendations, and corrective actions.
- Forecasts and monitors the financial and physical resources of the section.
- Reads water block and street maps.
- Assists GVSUDs' customers with inquiries.
- Resolves escalated problems and issues with internal and external customers.
- Facilitates interdepartmental teamwork.
- Applies generally accepted business management principles and practices.
- Promotes and practices a safe working environment for internal and external customers.
- Establishes and maintains effective working relationships and public relations.
- Develops and administers the District's Backflow Prevention program
- Performs other duties as assigned.

EDUCATION/ CERTIFICATIONS:

- High School Diploma or GED.
- Valid Class "C" Texas Driver's License.
- Class "C" Distribution or Groundwater Texas Water Operator License.
- Irrigation Inspector License
- Backflow Prevention Assembly Tester License
- Customer Service Inspector License
- Five years' experience in water meter reading, water meter repairs, plumbing, and maintenance of a distribution system or the equivalent.

KNOWLEDGE/SKILLS/ABILITIES:

- Skill in communicating with other employees and the public by oral and written means.
- Skill in communicating with internal and external customers, contractors, and governmental agencies.
- Knowledge of materials, tools and equipment typically used in maintenance or construction.
- Knowledge of hazard and safety measures as they apply to the type of work being performed.
- Knowledge of utility safety practices and procedures, including traffic control.
- Understand and follow written and verbal instructions.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Physical requirements include lifting up to 50 pounds occasionally and pulling a maximum force of 105 pounds when opening meter vault lids. Subject to standing, sitting, walking, climbing, bending, crawling, squatting, kneeling and working in cramped and strained positions for long periods of time to perform job scope.
- May occasionally walk up to 4 hours a day in the field.
- Working conditions are both inside and outside with limited exposure to inclement weather; wastewater; mechanical, electrical, chemical and confined space hazards; offensive fumes; excessive noise; heavy traffic; deep excavations; and animals, snakes and poisonous insects.
- May be required to work hours other than regular schedule.

Employee:

Supervisor:



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Meter Technician I

FLSA STATUS: Non-exempt DEPARTMENT: Meters
REPORTS TO: Meter Supervisor
WORK LOCATION: Marion, Texas
EFFECTIVE DATE: March 1, 2025

JOB SUMMARY

Meter Technician I is responsible for installing, resetting, removing water meters; responds to and diagnoses customer calls for leaks or no water on a daily basis; maintains the water distribution infrastructure within and including the meter box while promoting and practicing a safe working environment.

ESSENTIAL JOB FUNCTIONS:

- Removes defective meters, installs new meters; replaces/resets meter boxes.
- Repairs water service leaks within the meter box.
- Responds to reports of leaks, broken meters, no water complaints, and service line repairs; makes field inspections and diagnoses problems in response to customer inquiries; makes repairs when problems are GVSUDS' responsibility and advises customer of needed repairs when leaks are not GVSUDS' responsibility.
- Organizes and maintains facility and/or vehicle parts inventories to ensure adequate tools and equipment required for installation and repair of water meters and communication devices.
- Operates a variety of hand tools and equipment in the removal, installation, adjustment, repair and servicing of meters.
- Reads residential, commercial and industrial meters, as required during repairs or meter sets.
- Performs administrative duties to support field personnel activities by updating work orders and services requests in the computerized maintenance management system with findings, resource usage, and completion status. Creates follow-up work orders for other groups as necessary.
- Utilizes GIS, block maps, and/or as-built drawings in performing daily assignments.
- Coordinates and prioritizes schedules, assignments, equipment, and materials to ensure completion of daily assignments and projects.
- Organizes, cleans and maintains vehicle, tools, equipment, and facilities used to repair meters, stocks vehicle with the necessary tools and supplies.
- Promotes and practices a safe working environment.

- Establishes and maintains effective working relationships and public relations.
- Corresponds regularly with supervisor via email or text to understand priorities and communicate items requiring immediate attention and external follow-up.
- Performs other duties as assigned.

EDUCATION/ CERTIFICATIONS/ EXPERIENCE:

- Six (6) months' experience performing basic maintenance and/or construction.
- High School Diploma or GED.
- Valid Class "C" Texas Driver's License.
- Obtain a Class D license within 9 months of employment.

KNOWLEDGE/SKILLS/ABILITIES:

- Skill in communicating with other employees and the public by oral and written means.
- Skill in communicating with internal and external customers, contractors, and governmental agencies.
- Knowledge of materials, tools and equipment typically used in maintenance or construction.
- Knowledge of hazard and safety measures as they apply to the type of work being performed.
- Knowledge of utility safety practices and procedures, including traffic control.
- Understand and follow written and verbal instructions.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Physical requirements include lifting up to 50 pounds occasionally and pulling a maximum force of 105 pounds when opening meter vault lids.
- Subject to standing, sitting, walking, climbing, bending, crawling, squatting, kneeling and working in cramped and strained positions for long periods of time to perform job scope.
- May occasionally walk up to 4 hours a day in the field.
- Working conditions are both inside and outside with limited exposure to inclement weather; wastewater; mechanical, electrical, chemical and confined space hazards; offensive fumes; excessive noise; heavy traffic; deep excavations; and animals, snakes and poisonous insects.
- May be required to work hours other than regular schedule.

Employee:

Supervisor:



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Meter Technician II

FLSA STATUS: Non-exempt DEPARTMENT: Meters
REPORTS TO: Meter Supervisor
WORK LOCATION: Marion, Texas
EFFECTIVE DATE: March 1, 2025

JOB SUMMARY:

The Meter Technician II installs, resets and removes water meters; responds to and diagnoses customer calls for leaks or no water on a daily basis; and maintains the water distribution infrastructure within and including the meter box while promoting and practicing a safe working environment.

ESSENTIAL JOB FUNCTIONS:

- Performs administrative duties to support field personnel activities by notating work orders with findings. Creates follow-up work orders as necessary.
- Utilizes GIS, block maps, and/or as-built drawings in performing daily assignments.
- Coordinates and prioritizes schedules, assignments, equipment, and materials to ensure completion of daily assignments and projects.
- Organizes, cleans and maintains vehicle, tools, equipment, and facilities used to repair meters, stocks vehicle with the necessary tools and supplies.
- Promotes and practices a safe working environment.
- Establishes and maintains effective working relationships and public relations.
- Corresponds regularly with supervisor via email or text to understand priorities and communicate items requiring immediate attention and external follow-up.
- Performs other duties as assigned.
- Removes defective meters, generally up to 12-inches in diameter; installs new meters; replaces/resets meter boxes.
- Repairs water service leaks within the meter box.
- Responds to reports of leaks, broken meters, no water complaints, and service line repairs; makes field inspections and diagnoses problems in response to customer inquiries; makes repairs when problems are GVSUDS' responsibility and advises customer of needed repairs when leaks are not GVSUDS' responsibility.

- Installs, activates, programs, reads, inspects, routes, and replaces equipment; programs and assigns water meters and communication devices to customer properties.
- Organizes and maintains facility and/or vehicle parts inventories to ensure adequate tools and equipment required for installation and repair of water meters and communication devices.
- Operates a variety of hand tools, power tools and other equipment in the removal, installation, adjustment, repair, and servicing of meters.
- Reads residential, commercial and industrial meters monthly and as required during repairs or meter sets.
- Retrieve data logs for residential, commercial and industrial meters and contact customers with findings.
- Understands basic knowledge of Fire Hydrants and how they are operated and maintained.
- Operates a variety of hand tools and equipment in the removal, installation, and adjustment for meters on Fire Hydrants.

EDUCATION/ CERTIFICATIONS/ EXPERIENCE:

- High School Diploma or GED.
- Basic PC skills including Microsoft Word and Outlook.
- General skill in the use of simple hand tools and battery-operated hand tools.
- Valid Class "C" Texas Driver's License.
- Class "C" Texas Water Operator's License.
- Ability to report to work on time and maintain a good attendance record.

KNOWLEDGE/SKILLS/ ATTRIBUTES

- Skill in communicating with other employees and the public by oral and written means.
- Skill in communicating with internal and external customers, contractors, and governmental agencies.
- Knowledge of materials, tools and equipment typically used in maintenance or construction.
- Knowledge of hazard and safety measures as they apply to the type of work being performed.
- Knowledge of utility safety practices and procedures, including traffic control.
- Understand and follow written and verbal instructions.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Physical requirements include lifting up to 50 pounds occasionally and pulling a maximum force of 105 pounds when opening meter vault lids.
- Subject to standing, sitting, walking, climbing, bending, crawling, squatting, kneeling and working in cramped and strained positions for long periods of time to perform job scope.
- May occasionally walk up to 4 hours a day in the field.

- Working conditions are both inside and outside with limited exposure to inclement weather; wastewater; mechanical, electrical, chemical and confined space hazards; offensive fumes; excessive noise; heavy traffic; deep excavations; and animals, snakes and poisonous insects.
- May be required to work hours other than regular schedule.

Employee:

Supervisor:



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Meter Technician III

FLSA STATUS: Non-exempt DEPARTMENT: Meters
REPORTS TO: Meter Supervisor
WORK LOCATION: Marion, Texas
EFFECTIVE DATE: March 1, 2025

JOB SUMMARY:

The Meter Technician II installs, resets and removes water meters; responds to and diagnoses customer calls for leaks or no water on a daily basis; and maintains the water distribution infrastructure within and including the meter box while promoting and practicing a safe working environment.

ESSENTIAL JOB FUNCTIONS:

- Performs administrative duties to support field personnel activities by notating work orders with findings. Creates follow-up work orders as necessary.
- Utilizes GIS, block maps, and/or as-built drawings in performing daily assignments.
- Coordinates and prioritizes schedules, assignments, equipment, and materials to ensure completion of daily assignments and projects.
- Organizes, cleans and maintains vehicle, tools, equipment, and facilities used to repair meters, stocks vehicle with the necessary tools and supplies.
- Promotes and practices a safe working environment.
- Establishes and maintains effective working relationships and public relations.
- Corresponds regularly with supervisor via email or text to understand priorities and communicate items requiring immediate attention and external follow-up.
- Performs other duties as assigned.
- Removes defective meters, generally up to 12-inches in diameter; installs new meters; replaces/resets meter boxes.
- Repairs water service leaks within the meter box.
- Responds to reports of leaks, broken meters, no water complaints, and service line repairs; makes field inspections and diagnoses problems in response to customer inquiries; makes repairs when problems are GVSUDS' responsibility and advises customer of needed repairs when leaks are not GVSUDS' responsibility.

- Installs, activates, programs, reads, inspects, routes, and replaces equipment; programs and assigns water meters and communication devices to customer properties.
- Organizes and maintains facility and/or vehicle parts inventories to ensure adequate tools and equipment required for installation and repair of water meters and communication devices.
- Operates a variety of hand tools, power tools and other equipment in the removal, installation, adjustment, repair, and servicing of meters.
- Reads residential, commercial and industrial meters monthly and as required during repairs or meter sets.
- Retrieve data logs for residential, commercial and industrial meters and contact customers with findings.
- Understands basic knowledge of Fire Hydrants and how they are operated and maintained.
- Operates a variety of hand tools and equipment in the removal, installation, and adjustment for meters on Fire Hydrants.

EDUCATION/ CERTIFICATIONS/ EXPERIENCE:

- High School Diploma or GED.
- Basic PC skills including Microsoft Word and Outlook.
- General skill in the use of simple hand tools and battery-operated hand tools.
- Valid Class "C" Texas Driver's License.
- Class "B" Texas Water Operator's License.
- Ability to report to work on time and maintain a good attendance record.

KNOWLEDGE/SKILLS/ ATTRIBUTES

- Skill in communicating with other employees and the public by oral and written means.
- Skill in communicating with internal and external customers, contractors, and governmental agencies.
- Knowledge of materials, tools and equipment typically used in maintenance or construction.
- Knowledge of hazard and safety measures as they apply to the type of work being performed.
- Knowledge of utility safety practices and procedures, including traffic control.
- Understand and follow written and verbal instructions.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Physical requirements include lifting up to 50 pounds occasionally and pulling a maximum force of 105 pounds when opening meter vault lids.
- Subject to standing, sitting, walking, climbing, bending, crawling, squatting, kneeling and working in cramped and strained positions for long periods of time to perform job scope.
- May occasionally walk up to 4 hours a day in the field.

- Working conditions are both inside and outside with limited exposure to inclement weather; wastewater; mechanical, electrical, chemical and confined space hazards; offensive fumes; excessive noise; heavy traffic; deep excavations; and animals, snakes and poisonous insects.
- May be required to work hours other than regular schedule.

Employee:

Supervisor:



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Customer Service Supervisor

FLSA STATUS: Non-Exempt DEPARTMENT: Customer Service
REPORTS TO: Business Manager
WORK LOCATION: Marion, Texas
EFFECTIVE DATE: March 1, 2025

JOB SUMMARY:

The Supervisor is responsible for supervising an area of specialty to include Customer Service Associates.

ESSENTIAL JOB FUNCTIONS:

- Essential functions include, but are not limited to the following:
- Deal directly with customers either by telephone, electronically or face to face
- Set up new customer accounts either electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints and conflict
- Obtain and evaluate all relevant information to handle inquiries
- Process customer payments via mail or in person
- Direct requests and unresolved issues to the designated resource
- Keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints
- Record details of actions taken
- Create and distribute work orders as necessary
- Maintain customer databases
- Communicate and coordinate with internal departments
- Follow up on customer issues if applicable
- Send disconnection, bank draft & water outage notifications
- Update work orders
- Upload customer database to Regroup Notification System
- Process Authorization Forms
- Assist with payment plans

EDUCATION/ CERTIFICATIONS:

- High school diploma, general education degree or equivalent
- Valid Class "C" Texas Driver's License

KNOWLEDGE/SKILLS/ABILITIES

- Knowledge of customer service principles and practices
- Knowledge of standard office principles and practices
- Knowledge of cash handling and record keeping
- Knowledge of data entry
- Knowledge of operating standard office equipment
- Numeric, oral and written language applications
- Interpersonal skills
- Communication skills- verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The work is typically performed while sitting at a desk or while intermittently sitting, standing, walking, bending, crouching, or stooping.
- May be subject to repetitive motion such as typing and vision to monitor.

Employee:

Supervisor:



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Customer Service Associate

FLSA STATUS: Non-Exempt DEPARTMENT: Customer Service
REPORTS TO: Customer Service Supervisor
WORK LOCATION: Marion, Texas
EFFECTIVE DATE: March 1, 2025

JOB SUMMARY:

Interact with customers to provide and process inquiries, concerns and requests for services and assistance.

ESSENTIAL JOB FUNCTIONS:

- Open lobby and drive thru
- Transfer phones to/from answering service
- Check night deposit and post payments
- Check customer service voicemail and respond to any messages if applicable
- Assist customers either by telephone, electronically or face to face:
 - New service paperwork and obtain all necessary documentation
 - Fees associated with application
 - Fees associated with new meter sets
 - Schedule and coordinate customer service inspections
 - Trouble shoot high usage with customer
 - Create data log work orders and follow up with customer
 - Review and explain data log report with customer
 - Create water quality work orders for customers
 - Create customer courtesy work orders and follow up
 - Review monthly and final bills with customers
 - Leak adjustment requests and obtain all necessary documentation
 - Bank draft requests and obtain all necessary documentation
 - Authorization form requests and obtain all necessary documentation
 - Fire hydrant meter requests and obtain all necessary documentation
 - Explain winter averaging for sewer accounts if applicable
 - Receives all incoming calls and is responsible for directing calls to appropriate personnel
 - Receives all deliveries and insures notification/delivery to appropriate personnel
- Set up new customer accounts
- Assist customers with correct sewer provided if applicable
- Process customer payments electronically or face to face

- Respond promptly to customer inquiries
- Assist with customer complaints
- Obtain and evaluate all relevant information to handle inquiries
- Direct requests and unresolved issues to the designated resource
- Keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints
- Create and distribute work orders as necessary
- Maintain customer accounts
- Communicate and coordinate with team and internal departments
- Follow up on customer concerns if applicable
- Communicate with field technicians regarding outages and on call schedule
- Close lobby and drive thru

EDUCATION/ CERTIFICATIONS:

- High school diploma, general education degree or equivalent
- Valid Class "C" Texas Driver's License

KNOWLEDGE/SKILLS/ABILITIES

- Knowledge of customer service principles and practices
- Knowledge of standard office principles and practices
- Knowledge of cash handling and record keeping
- Knowledge of data entry
- Knowledge of operating standard office equipment
- Numeric, oral and written language applications
- Interpersonal skills
- Communication skills- verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- The work is typically performed while sitting at a desk or while intermittently sitting, standing, walking, bending, crouching, or stooping.
- May be subject to repetitive motion such as typing and vision to monitor.

Employee:

Supervisor:



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Billing Supervisor

FLSA STATUS: Non-Exempt DEPARTMENT: Billing

REPORTS TO: Business Manager

WORK LOCATION: Marion, Texas

EFFECTIVE DATE: March 1, 2025

JOB SUMMARY:

The Billing Supervisor is responsible for supervising an area of specialty to include Billing Associates. The Billing Supervisor reports to the Business Manager and works to ensure customers are properly billed for usage for both water and sewer.

ESSENTIAL JOB FUNCTIONS

- Supervise Billing Associate
- Create and manage billing schedule
- Plan and manage billing workflow
- Process monthly bill run
- Create and apply all damage invoices for GVSUD customers
- Enter new fire hydrants into system
- Update/terminate all fire hydrant accounts
- Update all Turn On/Turn Off work orders
- Process all New Meter Set work orders
- Review High Usage and contact customers
- Process late fees and notices
- Send past due notifications
- Apply account adjustments as needed
- Leak adjustments
- Payment plans
- Account adjustments
- Audit customer service cash drawers
- Communicate and assist 4 other sewer companies regarding billing for sewer services
- Process sewer reports and billing statement for 4 other sewer companies
- Process operations report
- Continued training and cross training for billing processes
- Communicate with team on company policy and procedural changes
- Communicate and coordinate with internal departments

- Ensure billing deadlines are met
- Assist and backup for daily billing functions
- Assist other departments with billing and reporting information
- Provide billing information to auditors
- Approve all leave and overtime for billing associates
- Conduct performance reviews
- Ensure quality standards and company policies are upheld
- Applies generally accepted business management principles and practices.
- Promotes and practices a safe working environment for internal and external customers.
- Establishes and maintains effective working relationships and public relations.
- Performs other duties as assigned.

EDUCATION/ CERTIFICATIONS:

- High school diploma, general education degree or equivalent
- Valid Class "C" Texas Driver's License
- Three years' experience in utility billing.

KNOWLEDGE/SKILLS/ABILITIES

- Knowledge of customer service principles and practices
- Knowledge of standard office principles and practices
- Knowledge of cash handling and record keeping
- Knowledge of data entry
- Knowledge of operating standard office equipment
- Numeric, oral and written language applications
- Interpersonal skills
- Communication skills- verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer Service orientation
- Adaptability
- Initiative
- Stress tolerance

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The work is typically performed while sitting at a desk or while intermittently sitting, standing, walking, bending, crouching, or stooping.
- May be subject to repetitive motion such as typing and vision to monitor.

Employee:

Supervisor:



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Billing Associate

FLSA STATUS: Non-Exempt DEPARTMENT: Billing

REPORTS TO: Billing Supervisor

WORK LOCATION: Marion, Texas

EFFECTIVE DATE: March 1, 2025

JOB SUMMARY:

The Billing Associate is responsible for receiving and processing all electronic payments, mail payments, and the reconciliation and deposit for all payment methods. Balancing cash drawers at the end of the day and resolving discrepancies. Manage collection efforts and write off recoveries. Assists Customer Service and Accounting when needed.

ESSENTIAL JOB FUNCTIONS:

- Process all electronic payments
- Fiserv processing.
- Electronic payment via bill pays thru customer's bank
- OLBP (Online Bill Pay)
- Webpay via credit/debit
- IVR (Interactive Voice Response)
- Credit/Debit
- ACH (Automated Clearing House)
- Electronic payment via checking/saving account
- Add new bank draft to customer's account
- Process bank draft payments
- Process all returned payments
- Process all mail payments
- RDC (Remote Deposit Capture)
- Reconcile & Update Collection Batches
- Notate all declined payments via auto pay with a credit card
- Notate all accounts with expired credit cards or soon to expire
- Balance All Cash Drawers
- Prepare deposit for Loomis pickup
- Post Office Run
- Monthly Refund Checks

- Past Due Collections
- Zero Reads & Update Notes
- Consumption report for the City of Cibolo Commercial Accounts
- Assist with other billing and customer service functions as needed
- Assist staff accountant with reviewing and organizing journal entries
- Performs other duties as assigned

EDUCATION/ CERTIFICATIONS/ EXPERIENCE

- High school diploma, general education degree or equivalent
- Valid Class "C" Texas Driver's License.

KNOWLEDGE/SKILLS/ABILITIES

- Knowledge of customer service principles and practices
- Knowledge of standard office principles and practices
- Knowledge of cash handling and record keeping
- Knowledge of data entry
- Knowledge of operating standard office equipment
- Numeric, oral and written language applications
- Dependable and reliable
- Time management and organization
- Attention to detail and accuracy
- Listening skills
- Ability to focus with distractions
- Communication skills- verbal and written
- Problem analysis and problem-solving
- Adaptability
- Initiative

PHYSICAL DEMANDS AND WORKING CONDITIONS

- The work is typically performed while sitting at a desk or while intermittently sitting, standing, walking, bending, crouching, or stooping.
- May be subject to repetitive motion such as typing and vision to monitor.

Employee:

Supervisor: