



# **ARIZONA WATER COMPANY**

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## **BILLING SYSTEM ANALYST I**

Arizona Water Company, a private utility serving customers throughout Arizona, is seeking a Billing System Analyst I to join its Billing Department at its Phoenix headquarters.

The Billing System Analyst I operates the company's main billing computer system (AS400). The Billing System Analyst I performs a variety of skilled computer operation functions. This position reports to the Billing System Supervisor.

Responsible for a variety of tasks and duties, which may include, but would not be limited to, the following:

- Verifies the AS400 is online daily.
- Checks and balances billing updates for accuracy.
- Prints and processes all account maintenance and SurePay applications daily.
- Processes and balances Rapidpay, SurePay, Paymentus and Phoenix payments.
- Prepares the daily bank deposit and cash report.
- Prints all final bills and refund checks and ensures the distribution of each to the customer.
- Operates the billing system daily which includes but is not limited to:
  - Generating, printing and checking meter reads for accuracy
  - Verifying and keying all account maintenance to include: BDTs, credit memos, local bills, meter change orders, customer information changes and special handling requests
  - Generating daily billing and prepares files for the printing and mailing of bills and delinquent notices
  - Checking and balancing billing totals using Revenue summaries, Daily Billing Totals Reports, Billing Registers and the Cashbook Log
- Enters and verifies SurePay applications and cancellations appropriately.
- Enters and verifies all account maintenance updates (CICs, meter change orders, special handling requests/cancellations).
- Files account maintenance forms and reports.
- Verifies all special handling accounts.
- Updates account mailing addresses based on address overrides or postal updates.
- Assists with keying payroll timesheets.
- Provides Meter Reader support.
- Provides support to the Customer Service Representatives which includes but is not limited to payment research and billing analysis.
- Assists the Billing System Analyst II with month end duties.
- Assists the Billing System Analyst II in performing account analyses on but not limited to:
  - Zero usage, high usage, inactive meters, meter change orders (before and after)
- Assists the Billing System Analyst II on performing Quality Control on billing rates and tax rates.



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- Resolves system user inquiries through research and analysis of the billing system.
- Any other additional duties assigned by the Billing System Supervisor.

Required skills, knowledge and physical ability include, but are not limited to the following:

- Ability to operate IBM AS400 and associated peripherals, Opex Mail Extractor/Scanner and MAVRO payment processing software.
- Excellent personal computer skills and working knowledge with Word and Excel.
- Working knowledge of fax machine, copies and other office equipment.
- Knowledge of and ability to use Internet communications and e-mail.
- Above average knowledge of Data Processing.
- Ability to communicate effectively, both verbally and in writing.
- Ability to follow oral and written instructions.
- Ability to write legibly and have good reading comprehension.
- Ability to work independently with little or no supervision or assistance.
- Ability to interact with supervisors, co-workers, and other employees in a cooperative and professional manner.
- Must have professional demeanor and appearance, be dependable and punctual.
- Ability to perform repetitive physical activities using feet, legs, hands, and arms and which include use of keyboard, multiline telephone/switchboard, walk, sit, bend, stoop, climb stairs, lift up to 20 lbs., reach, grasp, push and pull.

Required education, certification or licensing, training and experience:

- High school graduate or equivalent.
- Minimum 1 years of computer operations or related experience. Experience in any of the following is a plus:
  - Utility billing
  - Remittance processing
  - AS/400
  - Accounting principles
- Valid Arizona driver's license and acceptable driving record.

The company offers a competitive wage and benefit package, including company paid medical, vision, dental, holidays, vacation, and 401(k). Please send a detailed resume: [awc-hr@azwater.com](mailto:awc-hr@azwater.com).