



FINANCE DEPARTMENT BILLING SPECIALIST II

The Town of North East is accepting applications for a Full Time position with the Finance Department. This position shall perform any combination of the following duties: billing and maintaining customer accounts for the Town's municipal water and stormwater utilities as well as perform work for the General Government. Position requires excellent customer service and office skills, experience using enterprise resource planning systems (MCSJ a plus), intermediate MS Office skills, utility billing, bookkeeping and/or a financial background. This position reports to the Director of Finance under general supervision. The employee shall use initiative in carrying out recurring assignments. The Town is an E.O.E. Generous benefit package. Applications and job description can be obtained from the Town's website (homepage): www.northeastmd.org or by calling 410-287-5801 (x103). Salary will be based upon qualifications. Submit application and resume to Town of North East, P.O. Box 528, North East, MD 21901-0528; ATTN: Town Administrator. Closing date: open until filled.



Due By: Open Until Filled
Date

Returned On: _____
Date

APPLICATION FOR EMPLOYMENT

NOTICE TO APPLICANTS

Screening tests for illegal drug use may be required as a condition of employment.

Feel free to submit a resume with your application. However, the resume should not be submitted in place to completing this application.

Position Applying for Billing Specialist II

Regular Full-Time X Temporary _____ Emergency _____ Contractual _____

How did you learn of this employment opportunity with the Town? _____

Are you currently employed by the Town of North East? Yes _____ No _____ If yes, what Department? _____

Have you ever worked for the Town of North East? Yes _____ No _____ If yes, when? _____

Town Policy prohibits employment of an immediate family member into a position supervised by a relative.

Do any members of your family work for the Town of North East? Yes _____ No _____ If yes, please indicate name and the position they hold _____

PERSONAL DATA

Name _____
(Last) (First) (Middle)

List any other name under which your educational or work records may appear _____

Address _____
(Street) (City) (State) (Zip Code)

Email Address _____ Last 4 digits of Social Security No. _____

Home Phone No. _____ Ok to leave a message? Yes _____ No _____

Cell Phone No. _____ Ok to leave a message? Yes _____ No _____

When is the best time to contact you? _____

Do you have a valid driver's license? Yes _____ No _____ Class: A _____ B _____ C _____ ID Card _____
(This information must be provided if a driver's license is a minimum requirement)

License No. _____ Expiration Date _____

If not MD state Issuing State _____ Expiration Date _____

EDUCATION

Did you successfully complete?	Circle Highest Grade Successfully COMPLETED	Name and Address of Last Elementary and High School Attended and Course of Study
Elementary yes ☐ no ☐	1 2 3 4	_____
Junior High yes ☐ no ☐	5 6 7 8	_____
Senior High yes ☐ no ☐	9 10 11 12	If you did not graduate from high school, have you received a GED? Yes ☐ No ☐ If yes, give # _____

COLLEGE OR UNIVERSITY

Name and Address of College or University	Dates Attended	Major	# of Credits Completed	Type of Degree	Degree Earned? (Yes or No)

SPECIALIZED TRAINING or CLASSES RELEVANT to the JOB

Title of Program/Course(s)	Company/School	Dates Attended	# of Credits Earned	Diploma/Certificate Received?
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐

1. Current Employer Name	Address	Month/Year Start	Month/Year End
Type of Business	Reason for leaving or wanting to leave	Salary Start	Present/End Salary
Job Title	Name of Supervisor	May we contact Yes ☐ No ☐	Supervisor's Phone No.

Job Duties:

Do you supervise other employees? Yes ____ No ____ If yes how many? _____

WORK EXPERIENCE (Continued)

2. Former Employer Name	Address	Month/Year Start	Month/Year End
Type of Business	Reason for leaving	Salary Start	Present/End Salary
Job Title	Name of Supervisor	May we contact Yes ☐ No ☐	Supervisor's Phone No.
Job Duties:			
Do you supervise other employees? Yes ____ No ____ If yes how many? _____			

3. Former Employer	Address	Month/Year Start	Month/Year End
Type of Business	Reason for leaving	Salary Start	Present/End Salary
Job Title	Name of Supervisor	May we contact Yes ☐ No ☐	Supervisor's Phone No.

Job Duties:

Do you supervise other employees? Yes ____ No ____ If yes how many? _____

WORK EXPERIENCE (Continued)

4. Former Employer	Address	Month/Year Start	Month/Year End
Type of Business	Reason for leaving	Salary Start	Present/End Salary
Job Title	Name of Supervisor	May we contact Yes ☐ No ☐	Supervisor's Phone No.
Job Duties:			
Do you supervise other employees? Yes ____ No ____ If yes how many? _____			

PERSONAL REFERENCES

<u>Name</u>	<u>Address</u>	<u>Relation to Applicant</u>	<u>Occupation</u>	<u>Telephone No.</u>
1.				
2.				
3.				

DISABILITY

Americans with Disabilities Act: No qualified individual with a disability shall on the basis of the disability, be subjected to discrimination in employment under any service, program, or activity conducted by the Town of North East. It is also essential that the Town will not compromise safety in any of their hiring practices. The Town of North East will make all reasonable accommodations with regard to employment of individuals with disabilities. The Town will not discriminate in any way toward any employee with regard to employment related activities (i.e.; hiring, firing, tenure, layoffs, leave, etc.). No employee will be discriminated against for their association or relationship to any disabled person.

Are you able to perform the essential functions of the position for which you are applying with or without reasonable accommodations? (The Town of North East adheres to the principles of the Americans with Disabilities Act)

Yes _____ No _____ if no, please list the accommodation(s) you feel would be necessary to allow you to perform these functions: _____

START DATE AND SALARY

If selected for the position when can you start? _____

Are you willing to accept the approved salary for the job? _____

I hereby affirm that this application contains no willful misrepresentations and that this information given by me is true and complete to the best of my knowledge and belief. I authorize the Town of North East to investigate any and all statements made in this Employment Application. If in the judgment of the Town, any misrepresentation has been made herein or the results of the investigation are not satisfactory, an offer of employment may be withdrawn; and, if I am already employed, my employment may be terminated immediately.

Date _____ Applicant Signature _____

I voluntarily consent to allow the Town of North East or any of its officers, employees or agents to check my references by contacting any person whom they deem to be an appropriate reference. I understand that these questions may be about my personal or educational background, work experience, character, and personality, including information of a confidential or privileged nature.

Date _____ Applicant Signature _____

I understand that if I am selected for an appointment to a position with the Town of North East I will be required to have a physical examination, including drug screen, on the basis of which I may or may not be accepted for employment.

Date _____ Applicant Signature _____

PLEASE MAKE SURE YOU HAVE ANSWERED ALL THE QUESTIONS ON THIS FORM
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EMPLOYMENT APPLICATION POLICY

This employment application will be considered for the specific position opening only.

All employment applications shall be retained for a period of (four) 4 years.

**RETURN TO: Town Administrator
P.O. Box 528
106 South Main Street
North East, Maryland 21901-0528**



AFFIRMATIVE ACTION/EQUAL EMPLOYMENT OPPORTUNITY

The Town of North East is an equal opportunity employer dedicated to a policy of nondiscrimination in employment upon any basis, including race, color, creed, religion, age, sex, national origin, ancestry, marital status, military status, or the presence of any non-job-related medical condition or disability. Please keep in mind the questions contained in this application are not intended to be discriminatory based on any non-job information.

The information requested below is voluntary and will be used to complete statistical reporting required to analyze our applicant flow. It will be separated from your application and will have no effect on the disposition of your application. Thank you for your cooperation.

Birthdate: _____ Gender: Male _____ Female _____

Citizenship: U.S. Citizen _____ Legal Alien _____ Other _____ (Proof of U.S. citizenship or immigration status will be required upon employment)

Race: Are you Hispanic or Latino? Yes _____ No _____

If you are not Hispanic or Latino, what is your race? Please select one.

_____ White (Origins in any of the original peoples of Europe, the Middle East, or North Africa)

_____ Pacific Islander or Native Hawaiian (Origins in the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands)

_____ American Indian or Alaska Native (Origins in any of the original peoples of North or South American, including Central America, and who maintains tribal affiliations or community attachment)

_____ Black or African American (Origins in any of the black racial groups of Africa)

_____ Asian (Origins in any of the original peoples of the Far East, Southeast Asia, or the India subcontinent, including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam)

_____ Unknown/Decline to state



VERIFICATION OF EMPLOYMENT

The Town of North East
 Attn: Town Administrator
 106 South Main Street, North East, MD 21901
 410-287-5801

A – Employee *(Complete Section A only, Print all information)*

Current/Former Employer Name _____

Current/Former Employer Address _____

Telephone No. _____

APPLICANT NAME	IF THIS NAME DIFFERS FROM NAME USED AT YOUR PREVIOUS EMPLOYMENT, PLEASE INDICATE NAME USED	LAST 4 DIGITS OF SOCIAL SECURITY NUMBER

THE FOLLOWING INFORMATION IS REQUIRED FOR VERIFICATION BY YOUR FORMER EMPLOYER

DEPARTMENT	JOB TITLE	BASE SALARY AMOUNT	BONUS AMOUNT	OTHER COMPENSATION i.e. car allowance, etc.	EMPLOYMENT DATES FROM: TO:	
Reason for Leaving						
Release of Information Authorization	Applicant Signature:				Date:	
Town of North East	Personnel Representative:				Date:	

B – Former Employer *(Please complete this section for the above individual who has applied for employment with the Town of North East and return in the enclosed envelope)*

COMMENTS	CIRCLE ONE
WAS THE JOB TITLE AS STATED?	YES NO
WAS THE BASE SALARY AS STATED?	YES NO
WAS THE BONUS AS STATED?	YES NO
IS THE PERIOD OF EMPLOYMENT AS STATED?	YES NO
IS THE REASON FOR LEAVING CORRECT?	YES NO
WOULD YOU REHIRE THIS INDIVIDUAL?	YES NO
OTHER COMMENTS:	
FORMER EMPLOYER SIGNATURE:	TITLE: DATE: TELEPHONE NUMBER:



Mayor and Commissioners of the Town of North East

Job Description

JOB TITLE

Billing Specialist II

NATURE OF WORK

This position shall perform any combination of the following duties: Billing Specialist II for the Town's municipal water system as well as perform work for the General Government. Position requires excellent customer service and office skills, computer skills, utility billing, bookkeeping and financial background.

SUPERVISION

This position reports to the Director of Finance under general supervision. The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities. Additional, specific instructions are given for new, difficult or unusual assignments. The employee uses initiative in carrying out recurring assignments. The supervisor assures that the work is technically accurate and in compliance with instructions or established procedures.

This job has no supervisory responsibilities.

EXAMPLES OF WORK

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Coordinate all processes related to the quarterly water utility billing with other departments and staff members. Including Ready-to-Serve billing, scheduling meter readings, shut offs and meter locks.
- Maintenance of customer records in the Town's billing and Sensus advanced metering infrastructure systems.
- Cash receipts of all funds received by the Town including counter, mail, drop box and credit card payments.
- Communicate directly and frequently with residents in response to inquiries about Town government; refer inquiries to subject matter specialists for specific needs. Answer questions about status of utility accounts and accept cash receipts from customers paying bills and fees to the Town.
- Process property transfers.
- Maintain and bill for Revitalization Loan Accounts.
- Prepare schedules for Garbage User Fees to be added to property tax bills for Cecil County.
- Prepare and forward delinquent water accounts for tax sale.
- Assist with accounts payable functions.
- Perform bank and post office runs on a rotating basis.
- Provide back-up to the Administrative Clerk position during lunch periods, high volume periods and absences.
- Perform other duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS:

- Communication Skills: Ability to build and maintain effective relationships with all Town staff and members of the community. Ability to write clearly and informatively; ability to present information and respond to questions from staff, supervisors and stakeholders.
- Customer Service: Represent the Town professionally and effectively in both internal and external interactions. Manage difficult or challenging situations successfully. Treat others with respect and consideration regardless of cultural background, status or position. Exhibit objectivity and openness to other's views.
- Innovation and Change Management Skills: Display original thinking and creativity. Develop innovation approaches and ideas. Present ideas and information in a manner that is easily understood. Understand and contribute to evolving processes in response to changes in the community and advances in technology.
- Technical Skills: Ability to use standard office software, use the internet to access local, state and federal data. Ability to effectively use e-mail to communicate with stakeholders at all levels.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Work is generally performed at a desk or conference room setting. Walking, sitting standing, bending and reaching is required. The employee must be able to rise and wait on walk-in customers at the front counter as well as file, clean up kitchen, vacuum when necessary, carry storage boxes and office supplies. Office staff is required to gather trash and recyclables for weekly pickup. Exposure to adverse weather conditions is minimal. Exterior work includes, ability to drop off and pick up mail and make bank deposits to appropriate banks.

QUALIFICATIONS REQUIRED:

To perform this position successfully, the person in this position must be able to perform each essential duty satisfactorily. The requirements listed above and below are representative of the knowledge, skill and/or ability required.

EXPERIENCE REQUIRED:

Education: High School Diploma/GED.

Experience: Three (3) years' experience OR equivalent technical training, education or experience.

Knowledge of standard office software and accounting software.

LANGUAGE SKILLS:

Ability to communicate, read, write and understand English at a level necessary for efficient job performance.

LICENSES AND OTHER REQUIREMENTS:

- Valid Maryland Driver's License and a driving record acceptable to the Town's Risk Manager.
- Must be bondable.

EXEMPT:

- No.
- This position can be either part time or full time.

REPORTS TO:

Director of Finance.

SALARY LEVEL:

Salary will be based upon applicable experience and qualifications.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.

Adopted: Resolution 2017-05-07

Effective: May 14, 2017



JOB DESCRIPTION ACKNOWLEDGMENT

I, _____ hereby acknowledge and affirm that I have read and understand the attached job description created and or revised by Resolution **2017-05-07** dated **May 14, 2017** for the position of **Billing Specialist II.**