

WOODMEN HILLS

METROPOLITAN DISTRICT

JOB DESCRIPTION

JOB TITLE: Billing Assistant- Full-Time

DEPARTMENT: District Administration

REPORTS TO: Billing Manager

PAY RANGE: \$24-35.50/hr

HIRING RANGE: \$24-26/hr

APPROVED BY: Carter Bullion

DATE: 08/20/2026

CLASSIFICATION: Nonexempt

SUMMARY: Initiates, coordinates, and executes administrative billing support to the Water, Wastewater, and the Parks & Recreation Enterprises via the Metropolitan District Administrative Office.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Answers and screens telephone calls in a professional and timely manner; takes accurate messages with a high degree of professionalism and courtesy; arranges conference calls.
- Exercises considerable judgement and discretion in handling requests for appointments and telephone calls.
- Process customer payments in a timely manner
- Distributes daily internal/external mail and overnight packages; sends and distributes faxes.
- Composes, types, and distributes professional correspondence and memoranda, E-mails, and faxes, using individual initiative and as assigned.
- Proactively establishes, and maintains highly organized filing system, files correspondence and other records.
- Coordinates calendars and schedules appointments for inspections and service orders, ensuring all parties are informed of and kept abreast of schedule awareness.
- Meets and greets visitors.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing.
- Assist the Billing Manager with a variety of administrative and operational duties as needed to support the Billing Department but not limited to processing payoff requests, daily management of occupant changes, communicate daily with title companies about property closings, process customer refund checks, manage rental property accounts by administering 3rd party authorization forms, sending final statements, and tracking the transfer of any unpaid statements.
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.
- Assists with special projects as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

- Associate degree (A.A.) or equivalent, three to five years related experience, or equivalent combination of education and experience.
- Strong internal and external customer service skills with the ability to communicate professionally and effectively.
- Preferred prior experience in: Enterprise Resource Planning tools, MS Office Suite, utility billing software
- Keystrokes a minimum of 50 wpm; recommended but not required.
- Commitment to excellence and high standards.
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.
- Ability to understand and follow written and verbal instructions
- Ability to deal effectively with a diversity of individuals at all organizational levels.
- Good judgement with the ability to make timely and sound decisions
- Creative, flexible, and innovative team player
- Ability to work independently and as a member of various teams and committees.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Strong internal motivation to take on additional responsibilities without being asked
- Acute attention to detail.
- Demonstrated ability to plan and organize projects.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Sit for prolonged periods
- Accurately complete detailed reports.
- Coordinate multiple tasks simultaneously.
- Occasionally lift and/or move up to 50 pounds and frequently lift and/or move up to 25 pounds

WORK ENVIRONMENT:

- Business casual attire required
- Hours of Operation: 8:00am – 4:30pm

ELIGIBLE BENEFITS:

- Health Insurance – 100% of premium paid by employer for employee only, 75% of premium paid by employer for family
- Dental, Vision, LTD & Life Insurance – 100% of premium paid by employer
- 457 Retirement Plan – employer match up to 4.5% after 1 year of employment
- Paid Time off that includes vacation, sick, and personal holidays
- Access to Parks & Recreation Facilities and discounted program costs