



Commissioners
Brian Sheldon – Gwen Brake – Glenn Ripley

April 16, 2014

Meeting Date:

April 21, 2014

Agenda Item:

Billing Clerk Report

Submitted By

Bill Neal

Recommended Action:

Approval of Motion

Summary:

The District hired a new Billing Clerk in March, 2014. This position has suffered significant turnover in the past few years. Prior to conducting interviews and hiring the current Billing Clerk, the General Manager and Office Manager investigated the reasons for the high turnover to determine if there were actions the District could take to increase retention in the Billing Clerk position. Our investigation involved the following steps:

1. Conducted exit interviews with the last two persons to hold the position.
2. Reviewed personal observations regarding local conditions, challenges, and rewards of the North Beach Water District Billing Clerk Position.
3. Compared the Job Description for duties, responsibilities, and compensations for other districts of similar size.

Based on the findings of our investigation we initiated the following

1. Properly Vet Applicants:

- a. We carefully screened applicants chosen for interviews looking for ones with experience in customer service positions that included dealing with customers under stressful situations.
 - b. The interview included a basic knowledge, skills, and aptitude examination.
 - c. We took time to check personal and business references.
 - d. We performed a background check on the finalist as condition of permanent employment.
2. Provide More Opportunities For Training:
- a. Arrange for 8 hours in-house training with a BIAS Software trainer within the first 30 days.
 - b. Arrange for an additional 16 hours of training with a BIAS Software trainer within the first year of employment.
 - c. Arrange for 24 hours training on the BARS Manual compliance for special districts, internal controls principals, and public records compliance in the first year of employment.
3. Adjust the Compensation Schedule:
- a. Research indicated that the pay scale for the Billing Clerk was significantly below State and Local rates for comparable positions in comparable industries. (Please see the report from the Bureau of Labor Statistics Data attached to this report)

The general manager is recommending an adjustment to the pay scale imbedded in the Billing Clerk Job Description.

Requesting Motion:

"I move to approve the Billing Clerk Job Description dated April 21, 2014 that includes a revised compensation schedule."

**NORTH BEACH WATER DISTRICT
JOB DESCRIPTION**

BILLING CLERK

DEFINITION

Under the direct supervision of the Office Manager, this position performs work for the collection of information to begin and discontinue water service, answer customer inquiries, processes payments, follows up on delinquent accounts, and processes meter reading data. Performs other tasks as assigned.

JOB RESPONSIBILITIES:

(Any one position may not include all duties listed, nor do the examples listed cover all duties that may be performed.)

Processes accounting, billing, data entry, and office customer service and collection activities; maintains billing and customer service files; assists in the preparation of bookkeeping and accounting work, such as monthly statements of revenue, expense and water sales; prepares, organizes, and completes field service work orders in a timely manner; complies with all safety standards as they pertain to equipment and facility operations; accomplish assigned duties using safe work practices; answer customer service calls; performs other duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge of:

Basic theory and methods of data processing systems; modern office practices and procedures and the operation of standard office equipment.

Ability to:

Operate PCs, business office machines and data entry terminals; deal tactfully and courteously with customer inquiries; establish and maintain cooperative relationships with those contacted during the course of work; may include but not limited to standing, climbing, walking, lifting, bending, pulling and/or pushing, grasping, reaching, stooping and crouching, sitting, typing, walking, reading, writing, color determination, speaking and listening for extended periods of time.

Education and Experience:

Previous experience in customer service and/or bookkeeping, including the operation and use of relevant equipment or any

combination of education and/or experience that could likely provide the required knowledge and abilities; high school diploma or equivalent.

License:

Possession of an appropriate Washington driver's license with satisfactory driving record as determined by the District.

FLSA STATUS

Non-exempt

Wage Tier Schedule - Effective January, 1 2014

Tier	Hourly Wage Rate	Tier	Hourly Wage Rate
1	\$11.63 (24,190)	1	\$12.50 (26,000)
2	\$11.94 (24,835)	2	\$12.85 (26,728)
3	\$12.26 (25,500)	3	\$13.20 (27,456)
4	\$12.56 (26,125)	4	\$13.50 (28,084)
5	\$12.88 (26,790)	5	\$13.90 (28,912)
6	\$13.19 (27,435)	6	\$14.25 (29,640)
7	\$13.51 (28,101)	7	\$14.75 (30,680)
8	\$13.82 (28,745)	8	\$15.00 (31,200)
9	\$14.13 (29,390)	9	\$15.50 (32,240)
10	\$14.80 (30,784)	10	\$16.00 (33,280)

Employee Name: _____

Employee Tier: _____

Date: _____

Employee Signature: _____

General Manager Signature: _____

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Employee Name: _____

Employee Tier: _____

Date: _____

Employee Signature: _____

General Manager Signature: _____

Occupation: Billing and Posting Clerks (SOC Code 43-3021)											Period: May 2013		
Area name	Number Employed	Mean Hourly	Mean Annual	10th PCTL Hourly	25th PCTL Hourly	Median Hourly	75th PCTL Hourly	90th PCTL Hourly	10th PCTL Annual	25th PCTL Annual	Median Annual	75th PCTL Annual	90th PCTL Annual
Bellingham	300	\$16.43	\$34,180	\$12.45	\$13.97	\$16.29	\$18.37	\$21.25	\$25,900	\$29,060	\$33,870	\$38,220	\$44,210
Bremerton-Silverdale	290	\$16.98	\$35,320	\$12.33	\$15.08	\$16.88	\$18.95	\$22.06	\$25,650	\$31,360	\$35,110	\$39,410	\$45,880
Kennecook-Pasco-Richland	390	\$16.98	\$35,310	\$12.54	\$14.15	\$16.50	\$18.93	\$22.60	\$26,080	\$29,440	\$34,330	\$39,380	\$47,010
Lewiston ID	120	\$15.88	\$33,040	\$11.83	\$13.46	\$15.94	\$18.07	\$20.76	\$24,600	\$27,990	\$33,150	\$37,590	\$43,180
Longview	120	\$16.47	\$34,270	\$12.02	\$14.36	\$16.48	\$18.39	\$21.40	\$24,990	\$29,870	\$34,280	\$38,240	\$44,510
Mount Vernon-Anacortes	260	\$20.03	\$41,660	\$14.70	\$16.19	\$18.33	\$23.16	\$29.76	\$30,570	\$33,670	\$38,140	\$48,160	\$61,910
Olympia	220	\$17.27	\$35,930	\$12.20	\$13.79	\$16.54	\$19.83	\$23.31	\$25,380	\$28,690	\$34,410	\$41,250	\$48,480
Portland-Vancouver-	3,970	\$17.99	\$37,420	\$12.64	\$15.05	\$17.32	\$20.57	\$24.00	\$26,290	\$31,300	\$36,020	\$42,790	\$49,920
Seattle-Bellevue-Everett	5,760	\$19.92	\$41,420	\$13.84	\$16.67	\$19.88	\$22.88	\$26.89	\$28,790	\$34,670	\$41,350	\$47,590	\$55,940
Seattle-Tacoma-Bellevue	6,960	\$19.43	\$40,410	\$13.06	\$16.16	\$19.35	\$22.52	\$26.46	\$27,160	\$33,610	\$40,250	\$46,840	\$55,050
Spokane	1,360	\$15.66	\$32,570	\$12.12	\$13.13	\$14.84	\$17.83	\$20.98	\$25,210	\$27,320	\$30,860	\$37,080	\$43,640
Tacoma WA	1,200	\$17.09	\$35,550	\$11.53	\$13.95	\$16.91	\$20.02	\$22.68	\$23,980	\$29,010	\$35,170	\$41,650	\$47,170
Wenatchee-East Wenatchee	190	\$18.11	\$37,670	\$12.95	\$14.69	\$17.22	\$20.51	\$25.12	\$26,950	\$30,550	\$35,820	\$42,650	\$52,250
Yakima	380	\$17.00	\$35,360	\$11.71	\$13.61	\$16.56	\$20.05	\$23.04	\$24,360	\$28,300	\$34,450	\$41,700	\$47,920
Northwestern Washington	190	\$17.77	\$36,970	\$14.51	\$15.82	\$17.41	\$19.57	\$22.42	\$30,180	\$32,900	\$36,220	\$40,700	\$46,640
Southwestern Washington	220	\$19.02	\$39,570	\$14.15	\$15.98	\$17.94	\$21.36	\$27.15	\$29,440	\$33,240	\$37,310	\$44,430	\$56,470
Central Washington	220	\$17.18	\$35,740	\$13.58	\$15.42	\$16.95	\$18.50	\$21.66	\$28,240	\$32,080	\$35,260	\$38,480	\$45,040
Eastern Washington	190	\$15.76	\$32,770	\$12.02	\$13.40	\$15.67	\$17.77	\$20.22	\$24,990	\$27,880	\$32,590	\$36,970	\$42,070

Footnotes:

- (1) Estimates for detailed occupations do not sum to the totals because the totals include occupations not shown separately.
- (2) Annual wages have been calculated by multiplying the hourly mean wage by 2080 hours.

SOC code: Standard Occupational Classification code -- see <http://www.bls.gov/soc/home.htm>