



City of Saginaw

333 West McLeroy  
P.O. Box 79070  
Saginaw, Texas 76179  
817-232-4640  
Fax 817-232-4644  
[www.ci.saginaw.tx.us](http://www.ci.saginaw.tx.us)

**JOB OPPORTUNITY ANNOUNCEMENT  
WATER/WASTERWATER DEPARTMENT  
UTILITY BILLING SPECIALIST**

OPEN DATE: March 7, 2022

CLOSING DATE: Open until filled

BEGINNING SALARY: \$ 34,942 yearly, \$1,343.92 biweekly, \$16.799 hourly

**MINIMUM REQUIREMENTS:**

CITIZENSHIP: Must be a United States Citizen by birth or naturalization.

EDUCATION: High school diploma or General Equivalency Diploma

DRIVING: Required - Valid Texas Driver's License and a good driving record

MUST BE ABLE TO PERFORM ESSENTIAL AND NON-ESSENTIAL JOB DUTIES WITH OR WITHOUT A REASONABLE ACCOMODATION.

**Applications packets are available:**

In Person: City of Saginaw, City Hall, 333 West Mc Leroy Blvd., Saginaw, TX 7617

Online: [www.saginawtx.org](http://www.saginawtx.org)

**UTILITY BILLING SPECIALIST HIRING PROCESS**

The hiring process for the Utility Billing Specialist position will consist of the following: Oral interview, background check including criminal history, physical examination and drug screen. Any offer of employment is contingent on applicant passing the physical examination and the drug screen. **We reserve the right not to employ any applicant.**

**NON-TOBACCO USERS PREFERRED  
NO SMOKING INSIDE ANY CITY BUILDINGS OR VEHICLES**

**Equal Opportunity Employment**

Note: The Immigration Reform and Control Act of 1986 requires the City of Saginaw to hire only U.S. Citizens and lawfully authorized alien workers. Employability verification will be required of prospective employees.

## EMPLOYEE BENEFITS

SALARY:	Salary ranges are designed to be competitive with industries and Municipalities
RETIREMENT:	Texas Municipal Retirement System (7% of Employee's total salary and City doubles at 14%)
LONGEVITY:	\$6.00 per month of service after the first year. Paid in lump sum check on the first Friday in December of each year.
SERVICE AWARDS:	Service pins awarded for each 5 years of service, a diamond added for Each additional 5 years
VACATION:	40 hours after 6 months, 40 hours after 1 year, Begin earning 6.7 first 8 months and 6.6 last 4 months; from 5-15 years, earn 10 hours per month; 15 years, earn 13.4 hours first 4 months, and 13.3 hours last eight months; 20 plus years, earn 16.7 first 8 months and 16.6 last 4 months
SICK LEAVE:	40 hours after 6 months of employment, 80 hours annually.
HOLIDAYS:	New Year's Day, Good Friday, Memorial Day, July 4, Labor Day, Thanksgiving and following Friday, Christmas Eve and Christmas Day 2 Floating Holiday
INSURANCE:	Medical and Dental (Employee portion paid by City, dependent coverage Optional and City will pay maximum of \$365.00)
LIFE INSURANCE	Standard Life – Death 50,000 Accidental Death 50,000 (Paid by City)
OTHER:	Direct deposit AXA Deferred Compensation AFLAC Disability Plan after 1 year of employment.

**CITY OF SAGINAW  
JOB DESCRIPTION**

Job Title: Utility Billing Specialist  
Department: Water/Wastewater  
Full Time Position

Effective: 02-02-2022  
State Employment Commission Code: 4941  
Worker's Compensation Number: 8810

**Job Summary:**

Work is performed under the general supervision of the Finance Manager, Finance Director, and the City Manager. Performs a full range of secretarial functions of average difficulty, performs related work as required.

**Essential Job Functions:**

Greets the public. Monitors and maintains a variety of data and information in support of the utility billing function, which may include: preparing and verifying listings of delinquent utility billing accounts; processing collection requests; evaluating, verifying, and processing extensions of time to pay; preparing, verifying, and disseminating delinquent account notices; monitoring compliance of pay agreements; and/or performing other related activities. Creates reviews, analyzes, interprets, and maintains a variety of records, lists, and logs to determine termination of water service. Assists water customers with requests for information over the phone, in person, and via email; researches and resolves discrepancies and/or erroneous data. Must be able to get up from desk and greet customers at the counter and drive-through window quickly and frequently. Answers telephone and transfers calls. Collects water payments, payments-in-advance, and miscellaneous payments. Answers inquiries and complaints from the public. Issues permits as needed. Must be able to lift boxes of computer paper weighing up to 35 lbs. Assists water department employees, police department employees, recreation center employees in the field by securing or verifying information from the office files and water records. Prepare work orders for services needed. Processes new accounts, transfers, and move outs. Strives to develop an increasing knowledge of City ordinances, rules, regulations, and codes. Subject to prolonged periods of sitting and standing. Must be able deal effectively with customers. Serves as Municipal Court Clerk by collecting traffic tickets and warrant payments, assisting customers with questions concerning ticket information. Perform other tasks and related duties as assigned.

**Other Job Functions:**

Performs various duties of Utility Billing Supervisor in their absence.

**Required Education, Degrees, Certificates, and/or License:**

High School diploma or General Equivalency Diploma. Valid Texas Driver's License.

**Experience, Training, Knowledge, and Skills:**

Two yeas related customer service experience. Requires organization and multi-tasking skills.

Must be able to speak and deal tactfully and effectively with the general public. Must be able to communicate and understand written and oral instruction. Must have good telephone etiquette.