

City of Johnson City, Texas
Utility Billing Clerk
Job Description

Job Title: Utility Billing Clerk
Department: Administration
FLSA: Non-exempt (hourly)

Summary of Position

Under the general direction of the City Secretary, performs a variety of clerical tasks related to the administration and maintenance of utility billing records, all in compliance with Federal, State, and Local regulations. Responsible for performing other tasks, as assigned. Must be bondable and be able to pass a criminal background check and drug test.

Organizational Relationships

Uses tact, diplomacy, and a positive attitude in all internal and external communications, whether verbal or non-verbal.

Reports to: City Secretary.
Directs: This is a non-supervisory position.
Other: Has frequent contact with City employees, officials, and the public.

Essential Duties and Responsibilities

- Utility Billing
 - Maintains water, wastewater, and solid waste utility billing records, including, but not limited to, the following:
 - Establishing and closing utility billing accounts.
 - Receiving (cash, check, money order, bank draft, and credit card) and entering utility billing payments.
 - Cash drawer reconciliation and deposits.
 - Preparing monthly utility bills, late notices, and disconnect orders.
 - Assists Utility personnel with uploading and downloading utility billing accounts on to and off of meter reading equipment.
 - Performs utility billing account collection activities.
 - Prepares utility billing reports.
 - Responds to and resolves customer requests, complaints, and inquiries.
 - Prepares work orders for Utility and Public Works personnel.
 - Assists Utility and Public Works personnel with backflow prevention and oil and grease interceptor programs.

- Oversees roll-off container requests, deliveries, and payments and other solid waste matters.
- Administration
 - Customer service, including, but not limited to, staffing the front counter, assisting customers on a variety of Municipal matters, and answering phones.
 - Performs daily and/or weekly deposits.
 - Assists with park building / facility rentals.
 - Maintains records and files.
 - Maintains work areas in a clean and orderly manner.
- Performs other tasks and projects, as assigned.

Required Knowledge, Skills, and Abilities

Communication: Communicates clearly and concisely, both orally and in writing.

Reading: Reads and comprehends manuals, reports, memos, and regulations.

Writing: Writes accurate and coherent reports.

Math: Performs basic math.

Reasoning: Analyzes situations and adopts a quick, effective, and reasonable course of action.

Working knowledge of:

Microsoft Office Suite.

Basic accounting and bookkeeping.

Personal computers, copy and fax machines, and other typical office equipment.

General office practices and procedures.

Business letter writing.

Ability to:

Read, write, and comprehend the English language. Spanish speaking preferred.

Understand and follow written and oral directions and City Policies and Procedures.

Work independently.

Meet the physical demands of the position.

Type a minimum of 45 words per minute with minimal errors.

Skills:

Dealing with public in courteous manner.

Problem solving and conflict mediation.

Reading and transferring digits accurately.

Physical Requirements

Essential responsibilities and duties require maintaining a good physical condition necessary for sitting and standing for prolonged periods of time, moderate lifting, carrying of up to 25 pounds, and finger and manual dexterity; ability to distinguish colors; good vision for close and far distances; have ability to hear with no difficulty; and be able to speak clearly and be understood. Subject to bending, reaching, kneeling, and lifting. Maintains mental capacity that permits making sound decisions and judgments.

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Acceptable Experience and Training

High school graduate, or its equivalent, or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities. Two (2) years of work experience in utility billing or related field preferred.

Certificates / Licenses:

- Valid Texas Driver's License required.

Work Hours

Monday – Friday, 8:00 a.m. to 5:00 p.m. Position is subject to working overtime.

THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT. MANAGEMENT HAS THE EXCLUSIVE RIGHT TO ALTER THIS JOB DESCRIPTION AT ANY TIME WITHOUT NOTICE.

THE CITY OF JOHNSON CITY IS AN EQUAL OPPORTUNITY EMPLOYER.