



Customer Service/Utility Billing Supervisor

SALARY RANGE: \$45,258 – \$55,600

Performs administrative and data processing work in the collection of utility bills and other revenues; Work involves distributing mail , answering phones for all departments and routing calls, maintaining an up-to-date customer account data base and meter data base, and more.

GENERAL TASKS AND DUTIES

- Collects a variety of payments by mail and internet;
- Processes Cash Receipt/Collections and all forms of tender;
- Monthly utility billing;
- Monitors alerts and digital meter readings daily for those meters that are automated; creates a meter reading batch file, transmits to the Meter Technicians for reading, and imports readings to be used for billing if meters are not automated; proofs meter readings to determine if readings fall within patterns and expectations and if not, requests re-reads; assists customers with questions on bills; makes leak adjustments within established guidelines.
- Examines the utility billing reports and decides if ready for printing and mailing or if re-reads are needed; closes out accounts and prorates bills; and prepares and mails monthly and final bills.
- Answer office phone and manage general inquiries;
- Accepts applications for new taps; establishes new utility accounts and ensures proper initial meter readings are entered; enters bank draft information; deletes accounts for multiple temporary development needs;
- Provides clerical support as necessary;
- Performs all other duties as assigned;





REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES

- Ability to work well independently and with others.
- Strong communication skills, written and verbal.
- Organizational and time management skills.
- Considerable knowledge of City policies, rules, and procedures related to billing, collection, and customer service regarding the water system.
- Considerable knowledge of the utility billing and customer data base software application and ability to operate hardware.
- Considerable knowledge of the application of office technology to the work, such as, but not limited to Microsoft Excel.
- Working knowledge of paraprofessional accounting principles and practices.
- Working knowledge of water meter operations.
- Ability to interact with the public in a tactful and effective manner
- Ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer-oriented operation.
- Ability to prepare and maintain accurate records and reports.
- Ability to contribute to a welcoming and inclusive workplace through positive contributions, supporting a culture of respect, and valuing the differences and efforts of all team members.
- Ability to exercise initiative and independent judgment; and
- Ability to attend work regularly.





REQUIRED EDUCATION AND EXPERIENCE

- Graduation from high school and two years' experience in customer service and data processing or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities
- Windows and Excel proficiency
- **Desired Qualifications:** Knowledge of general ledger accounting systems

PHYSICAL DEMANDS

- While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; talk and hear. employees must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORK ENVIRONMENT

- The noise level in the environment is usually minimal. Employee may be required to attend meetings at various sites within the Town and periodic night meetings.

HOW TO APPLY

To apply for this job **email your cover letter and resume to** cramsey@lowellnc.com



COMPREHENSIVE BENEFITS PACKAGE



**HOLIDAY PAY (12
DAYS)**



**EMPLOYER
CONTRIBUTION OF 5% TO
THE CITY'S 401(K) PLAN**



ANNUAL PAID VACATION

**401(K) VOLUNTARY
DEFERRED
COMPENSATION
PROGRAMS**



**EMPLOYER PAID SHORT-
TERM DISABILITY PROGRAM**



**HEALTH, DENTAL,
VISION+ AND LIFE
INSURANCE COVERAGES**



**COVERAGE UNDER THE
NC RETIREMENT SYSTEM
PENSION PLANS**



**EDUCATION
REIMBURSEMENT FOR
APPROVED COLLEGE
EDUCATION**



**MILITARY, JURY DUTY,
FUNERAL, AND SCHOOL
SUPPORT PAID LEAVE**



**PROFESSIONAL AND
CAREER DEVELOPMENT
OPPORTUNITIES**



**YMCA CORPORATE
MEMBERSHIP**



ANNUAL PAID SICK LEAVE

WHO ARE WE?

Founded on the banks of the South Fork Catawba River, Lowell traces its identity back to the 19th century when textile mills began to shape Lowell into what it is today. Our town's industrial heritage is a testament to the hard work and dedication of our forebearers, who turned Lowell into a hub of manufacturing and commerce. Nestled in Gaston County, Lowell, North Carolina is a town that beautifully weaves its industrial past with a vibrant present. Lowell has evolved into a close-knit and diverse community, cherishing its history while embracing its future. With historic charm, modern amenities, and a commitment to unity, Lowell is a place where both residents and visitors are welcomed to be a part of its ever-evolving story.

DOWNTOWN SCENE

- Downtown Lowell is the home for several bolstering, locally owned small businesses ranging from lively boutiques and hair salons to spirited cafes.
- A highlight of Lowell's Downtown area is Mccord Park, a cozy area with a covered shelter, picnic shelters and park benches. At Mccord Park, high-energy community events are held such as our famous Fall Festival and beloved BBQ Cookout.
- The popular local businesses and amenities of Downtown Lowell are shared by Lowell residents and Lowell visitors alike.



CITY INFORMATION

101 W 1st St, Lowell, NC 28098

Established: 1879

Population: 3701

CITY COUNCIL MEMBERS

Mayor: Larry Simmonds

City Manager: Scott Attaway

Councilman: Travis Smith

Councilman: Scott Bates

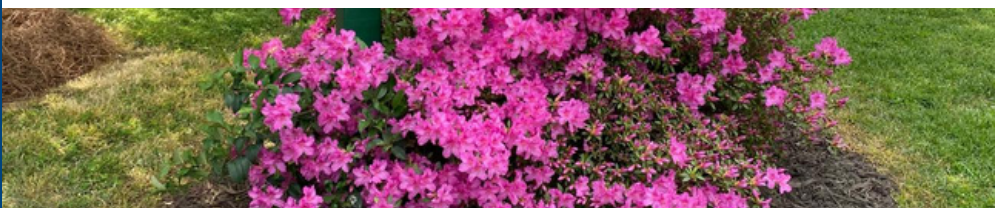
Councilman: Phil Bonham

Councilwoman: Dewayne Chitwood

Councilwoman: Shane Robinson

MISSION STATEMENT

The City of Lowell delivers excellent public service through transparent leadership and community engagement.





CITY PARKS AND FACILITIES

- Experience the warmth of Bob Bolick Park, right next to the Lowell Community Center. Enjoy a range of amenities including a playground for ages 2-12, various swings, an outdoor basketball court, picnic tables, park benches, a Little Free Library, and easy on-site parking.
- Discover the beauty of Harold Rankin Park, offering baseball, softball, soccer, and basketball facilities. Enjoy a playground, swings, covered shelter, picnic tables, walking track, and fitness equipment, all accompanied by convenient on-site parking.
- McCord Family Park embraces a serene and eco-friendly atmosphere. Complete with a tranquil covered shelter, inviting picnic tables, and comfortable park benches, it's the ideal spot to unwind amidst lush surroundings.
- Uncover a friendly community center designed to accommodate your event essentials. Encompassing two meeting spaces, a contemporary kitchen equipped with amenities such as a microwave and oven, and ample seating for up to 48 guests, it emerges as the top pick for workshops, meetings, and social gatherings.





CULTURE AND RECREATION

- Senior Lunch and Learn is a free event open to seniors fifty years old and better. During this event, we provide lunch for our beloved senior citizens while educating them about avoiding scams and fraud.
- Lowell's community health fair is a free event open to all members of the community. The event brings informational vendors, fun workout classes and more to the community. The city even hosts a blood drive through One Blood, on the day of the Community Health Fair event.
- Proudly sponsored by CaroMont Health, Music in the Park is a quarter-annual event that provides live music, kids activities, and more all in the city's very own Mccord Family Park.
- The Lowell Riversweep is an annual, collaborative event with the Catawba Riverkeeper. Event participants all work together to clean up the banks of the beautiful South fork River. Volunteers have the option to clean-up from land or water, with The Catawba Riverkeeper providing kayaks for those with an aquatic preference.
- The City of Lowell's annual Fall Festival features food vendors, arts and crafts, and a live band that performs 70s, 80s and 90s music. The event takes place of East First Street and is sponsored by CaroMont Health, NC Medicaid Enrollment Broker, and Renewal by Andersen.
- Join us for a candy-filled treat walk in Downtown Lowell, guided by adult volunteers and supported by police and City staff to ensure children's safety. Dress your kids in costumes for this festive event!

