

## Job Description

Position: Utility Billing Clerk II  
Department: Public Works Utility  
Reports to: Utility Billing Supervisor  
Approved by Council:

City of Marlin, Texas  
Non-Exempt Status  
Full time

### **JOB SUMMARY**

- Under general supervision of the Utility Billing Supervisor and the Director of Public Works. Responsible for monies received for water payments through mail and night deposit box according to set procedures; answers customer service calls, researches customer accounts and computer input. This position also creates and distributes 95% of all work orders for Public Works.

### **Duties and Responsibilities**

- Handles customer service questions, answers telephone and assist public in all aspects of water billing in a courteous and professional manner.
- Processes payments received from customers through mail and night deposit box for water and sewer services.
- Balance receipts, make daily deposits to the Supervisor.
- Issues work orders for connects, re-connects and re-reads, and other functions for field personnel.
- Maintains records of work orders, logs, historical information and special written request.
- Responds professionally to citizens inquires by telephone, mail or in person.
- Records information for new accounts or discontinued accounts and prepares work orders to begin or terminate service.
- Issue Building Applications/Permits, coordinate inspections and line locates, and maintain files.
- Assist customers with refuse (solid waste) needs.
- Arrange and coordinate transfer and storage of records to an off-site storage site, maneuver up to 25 pounds to arrange storage boxes on shelves.
- Provide assistance to the Utility Billing Supervisor as requested.
- Will perform limited duties of Utility Billing Supervisor in his/her absence.
- Performs other business related duties as assigned.
- Practice confidentiality at all times.

### **MINIMUM REQUIREMENTS**

- High school diploma or equivalent is required.
- Minimum of six (6) months prior computer experience.
- Ability to achieve working knowledge of computer system used to record payments received from customers.
- Minimum of six (6) months prior customer service experience.
- 30 wpm typing.
- Must be competent with numbers with ten-key by touch.
- Posses good communication skills.
- Must be Bondable.

- Bi-lingual preferred but not required

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- Ability to keep accurate records.
- Work well with people.

**PHYSICAL REQUIREMENTS**

- Maintain a degree of physical fitness necessary to perform all tasks outlined in this job description.
- Duties require walking, sitting and standing.
- The employee must regularly lift and/or move up to 20 pounds, frequently lift and /or move up to 25 lbs.
- Specific vision abilities require by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Working time may require irregular hours, long hours and/or on-call response with no prior notice.

**LANGUAGE / KNOWLEDGE SKILLS**

- Knowledge of computer hardware operation and software applications.
- Ability to establish and maintain effective working relations.
- Skill in effective oral and written communication for the purpose of exchanging information with internal staff, citizens other department’s staff and city officials.
- Ability to understand and carry out both oral and written instructions.
- Bilingual preferred but not required.

**REASONING ABILITY**

- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to exercise good judgment.
- Ability to analyze situations and to adopt quick, effective and reasonable courses of action.
- Ability to think clearly and make logical decisions in stressful situation.

Employee Acknowledgement: \_\_\_\_\_ Date: \_\_\_\_\_

Note: This job description should not be interpreted to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instruction, and perform any related duties as may be required by their supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.