



Job Announcement Utility Clerk

Department:	Sanitation	Posted:	September 22, 2022
Position:	Utility Clerk	Closed:	Open Until Filled
Salary:	\$10.00	Classification:	Non-Exempt Full-Time

Responsibilities

This position reports directly to Planning/Code Enforcement Director and City Administration. The Utility Clerk is responsible for assisting with maintenance of the City's utility billing records and accounts, cash receipting and customer service. There may be work projects that need to be produced in a timely manner and other office tasks as deemed necessary.

Duties (include but are not limited to the following)

(The listed examples may not include all duties performed by the person in this position. Duties may vary from time to time and are at the discretion of the Planning/Code Enforcement Director.)

- Assists with maintenance of utility records for the City's waste collection;
- Processes billings;
- Receives payments and other revenue payments;
- Performs utility account collection activities with authority to negotiate adjustments in balances owed;
- Processes open and close requests for service forms;
- Provides quality customer service by explaining services and fees, providing information, answering questions, and handling customer concerns;
- Provides reception services by answering telephone, fax machine, and personal inquires;
- Produces letters, memoranda, reports, tabulations and other materials as requested;
- Assists customers with address changes;
- Sorts and files correspondence, checks, vouchers, and other materials, numerically, alphabetically, or by other methods; and
- Assists in the maintenance of records and files.

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

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change.

Required Knowledge, skills, and Abilities

- Cash handling experience;
- Customer service experience;
- Good Interpersonal skills and positive attitude;
- Good organizational and time management skills;
- Office skills using computer and software programs;
- Ability to use and apply systematic methods for accuracy;
- Ability to work with the public and fellow employees in a courteous manner; and
- Ability to maintain a regular and predictable attendance.

Education and/or Experience

1. High school Diploma or GED equivalent and three (3) years of experience in a clerical or customer service role, computer training, or a combination of education and experience. Degree preferred.
2. Must possess a valid Texas driver's license.

Employment Benefits

This position offers full benefits such as vacation, sick, and retirement. The City offers health insurance and participates in the Texas Municipal Retirement System (TMRS) with a 5% employee contribution and a 1:1 matching city contribution with five-year vesting.

Application Process

Apply through the City Website at www.cityofpalmview.com/job-opportunities/ or by applying in person.

For more information call us at: (956) 432-0349 the City of Palmview is an Affirmative Action/Equal Opportunity Employer.