#### Position Title: Utility Billing Clerk

**Department: Service Department**

### Employment Status: Full-time FLSA Status: Non-Exempt

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**GENERAL NATURE OF WORK:** An employee in this class is responsible for maintaining financial records with regard to Water, Sewer, and Refuse billing, performing clerical duties, and public relations in accordance with established procedures within the Service Department. Although regular assignments may be performed according to established routines and under general supervision only, other assignments may be performed under direct supervision or according to specific and detailed instructions.

**MAJOR JOB DUTIES AND RESPONSIBILITIES:**

1. Maintaining a professional, courteous attitude toward customers and staff at all times regardless of the situation.
2. Update and prepare meter reading logs used for quarterly readings.
3. Check meter readings for high/low usage and create a meter repair list.
4. Enter meter readings into the computer.
5. Check billing journal for accuracy, run bills, and prepare them for mailing.
6. Create and check billing journal for refuse collection, run bills, and prepare them for mailing.
7. Collect revenues, issue receipts, and post information into the computer system (accuracy is imperative).
8. Responsible for bank deposits, cash drawer balances, credit card deposits, online payments for various departments.
9. Prepare final bills for customers that are moving.
10. Work closely with water/sewer personnel; set customer appointments for final readings, meter installations, service shut off dates, etc.
11. Answer phones, forward messages, provide information, and answer customer questions.
12. Coordinate meetings for Board of Water and Sewer Charge Adjustment.
13. General typing of purchase orders, and department correspondence.
14. Coordinate street light outages, insurance damage claims, etc. with outside agencies.
15. Prepare written instructions regarding daily procedures for use by other staff members in the event of absences.
16. Assist the Finance Department with Tax Board of Appeals, balancing ambulance wires, and ordering supplies to offset coverage hours during absences.
17. Perform other related duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

This is NOT a supervisory position.

**DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:**

1. Skill in dealing firmly, tactfully, and courteously with the general public and city employees on the phone and in person.
2. Ability to establish and maintain effective working relationships with city officials, other city employees, and the general public.
3. Ability to understand and follow verbal and/or written instructions.
4. Ability to multi-task, prioritize effectively, and be detail oriented.
5. Ability to maintain records, prepare reports and write and speak clearly.
6. Ability to work under the direction of the Service Director and/or his assigns.

**DESIRABLE TRAINING AND EXPERIENCE:**

1. Graduation from a standard high school or equivalent.
2. Experience in secretarial work which involves typing on a personal computer.
3. A minimum of 1-2 years of experience in a municipal government or related position with utility billing experience.

**NECESSARY SPECIAL REQUIREMENTS:**

1. Knowledge of basic bookkeeping.
2. Knowledge of modern office practices.
3. Knowledge of office equipment (copier, printer, etc.)
4. Knowledge of Microsoft Office products (Word, Excel, Outlook), and other software applications (VIP, Beacon AMA, iCloud).
5. Ability to maintain an accurate, precise accounting of all work produced.
6. Ability to handle confidential information.
7. Ability to work other than normal working hours when necessary.
8. Ability to work independently in the absence of specific instructions.

**ESSENTIAL FUNCTIONS OF POSITION:**

The following list of Essential Functions for the above named position includes activities that must be performed efficiently, effectively, and safely in the execution of daily required tasks.

1. Ability to perform the related duties of the position of Utility Billing Clerk as described above (account billing, cash handling, data entry, correspondence, etc.).

1. Ability to remain calm and collected under pressure of verbal abuse (customer problems and demands).
2. Ability to sit for prolonged periods of time (sit at computer terminal, work station).
3. Ability to extend arms in a wide range of movements (reach files, documents).
4. Ability to effectively manipulate hands, fingers and wrists or to duplicate the following by other means (grasping, holding, keyboarding, repetitive movements)
5. Ability to visually define, recognize, evaluate and differentiate objects (seeing written information, messages, signs, warnings, safety hazards)
6. Ability to effectively read and comprehend written communication (read memos, instructions, labels).
7. Ability to effectively communicate verbally (talk on telephone, in public, in person).
8. Ability to receive audible messages and convey their meaning to others (listen on telephone, listen to directions).
9. Ability to effectively apply logical/critical thought to a wide range of intellectual/practical problems (reason, create, initiate).
10. Ability to prepare, compose and communicate by using written vocabulary or by dictation (memos, instructions, correspondence, directions).

*This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.  I agree that I am able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made by the City to enable employees with disabilities to perform the essential functions of their job, absent undue hardship to the City.*

(Signature of Employee) (Date)

(Approving Authority) (Date)