

Milford Municipal Utilities

Now Hiring: Billing Clerk

Location: Milford, Iowa

Position: Full-Time

Milford Municipal Utilities (MMU) is seeking a professional, organized, and customer-focused individual to join our team as a **Billing Clerk**. This position plays a vital role in providing excellent customer service while supporting the daily financial and administrative operations of our municipal utility.

Position Overview

The Billing Clerk is responsible for utility billing, customer account management, accounts receivable, payroll and human resources support, Board administration, and a variety of general office functions. This position works closely with the General Manager to ensure efficient and responsive service to our customers and community.

Primary Responsibilities

- Provide outstanding customer service in person, by telephone, and online.
- Process utility billing and maintain customer accounts.
- Coordinate utility service orders and account changes.
- Assist with accounts receivable, collections, bank deposits, and financial recordkeeping.
- Prepare Board meeting minutes and maintain official utility records.
- Maintain employee records and assist with payroll and employee benefits administration.
- Update and maintain the MMU website.
- Perform general office and administrative duties.
- Perform additional duties and special projects as assigned by the General Manager.

Qualifications

- High school diploma or GED required.
- Associate or Bachelor's degree in Business, Accounting, Finance, Public Administration, or a related field preferred.
- Experience in customer service, accounting, bookkeeping, payroll, or utility billing is preferred.
- Strong computer, organizational, and communication skills.
- Ability to maintain confidential information and work effectively in a team environment.
- Knowledge of municipal utilities or local government is a plus.

What We're Looking For

The successful candidate will be dependable, detail-oriented, organized, and committed to providing exceptional service to our customers. The ability to manage multiple priorities while maintaining accuracy and professionalism is essential.

Benefits

Milford Municipal Utilities offers a competitive salary and an excellent benefits package, including:

- Health, dental, and life insurance
- IPERS retirement
- Paid vacation and sick leave
- Paid holidays
- Professional development opportunities

Residency Requirement

Employee must reside within 30 minutes of Milford city limits unless otherwise approved by the Board of Trustees.

How to Apply

Interested applicants should submit:

- Cover letter
- Resume
- Employment application (found at milfordiautilities.com)

Applications will be accepted until the position is filled.

Applications may be submitted to:

Milford Municipal Utilities

806 N Avenue Suite III, PO Box 124
Milford, IA 51351
Phone: (712) 338-2401

Or send to:

bwillemsen@mmuia.us

Milford Municipal Utilities is an Equal Opportunity Employer.