

City of Madrid, Iowa

Job Opening – Temporary, Part-Time Utility Billing Clerk

The City of Madrid is accepting applications for a temporary, part-time Utility Billing Clerk in the City Administration Department. This is a temporary position that will be a fill in for a full-time employee that will be on extended leave beginning mid-January 2027. This position will provide coverage for a full-time employee on extended leave beginning approximately in mid-January 2027. The anticipated start date is September/October 2026 and the position will conclude when the employee returns. The position is up to 25 hours per week. Training with the full-time employee will be provided upon hire prior to the employee's extended leave.

IMPORTANT SCHEDULING REQUIREMENT:

This position is required to work the last week of every month to complete meter readings and generate and mail the City's monthly utility bills. Applicants must be available to work during this period each month.

Duties include:

- Generate and mail monthly utility bills and process penalties.
- Coordinate disconnection notices, collections, and shut-offs.
- Perform monthly meter readings and utility billing.
- Activate, update, and deactivate customer accounts.
- Process drop box, over-the-counter, credit/debit card, and e-check payments.
- Process water deposits and assist new residents with utility information.
- Reconcile customer deposits and monthly utility billing records.
- Maintain payment and credit card processing records.
- Provide customer service and respond to utility billing questions.

The successful candidate must work well with the public and elected officials and have excellent communication and customer service skills. Computer and office equipment experience is required.

Qualifications: High school diploma and at least two years of related work experience required. An Associate's or Bachelor's degree in a related field is preferred. Office experience is required; municipal/government experience is preferred. Candidates may be subject to a background check.

Pay: \$17.00 - \$19.00 per hour, depending upon qualifications.

An employment application is available upon request or on the City's website <https://madridiowa.org/>.

To apply, submit a resume, employment application, and three (3) professional references to Kristen Renslow, City Administrator, by email at krenslow@madridiowa.org or by mail/drop off at City Hall, 304 S. Water Street, Madrid, IA 50156. Applications will be accepted until the position is filled.

The City of Madrid, Iowa is an Equal Opportunity Employer.