

Utility Billing Clerk

Reports to: Water Billing/Customer Service Supervisor Department: Administration
Position Control No.: 3503 Exempt Non-Exempt

Department Head Approval: *Ann Salt* Full Time Part-Time Seasonal
Date: 7/17/13

JOB SUMMARY:

Under the direction of the Water Billing/Customer Service Supervisor, answers accounts receivable questions regarding water accounts and cross trains with the Utility Billing Clerk(s); performs various clerical duties and related work as required.

ESSENTIAL FUNCTIONS:

1. Processes and completes service orders.
2. Generates and prepares mailing of monthly utility billing.
3. Generates and prepares reminder notices and final billings.
4. Communicates effectively, courteously and professionally with customers in all manners (writing/in person/telephone).
5. Responsible to follow up concerning customer's inquiries and research to assure satisfactory completion.
6. Works closely with service personnel.
7. Processes deposit verifications.
8. Processes and maintains NSF checks and bank drafts.
9. Processes returned mail.
10. Sets up and maintains bank draft account information.
11. Prepares and maintains files and printouts for record management and job related issues.
12. Reads computer screens and printouts.
13. Reads, writes and converses in English language.
14. Researches information for other departments concerning water issues.
15. Communicates effectively and courteously with the public and other city employees.

QUALIFICATIONS:

1. High school diploma or GED.
2. Five (5) years of customer service experience or similar service handling customers.
3. Three (3) years of clerical and accounts receivable experience
4. Good organizational skills
5. Data entry with preciseness, efficiency and ease.
6. Proficient in 10 key by touch.
7. Must possess an average knowledge of fundamental mathematical skills.
8. Must be able to communicate courteously and professionally with the public in person and by telephone.
9. Knowledge of Microsoft Word, Excel and Outlook
10. Knowledge of operating fax and other office related equipment.

PHYSICAL REQUIREMENTS:

1. Must be able to lift 50 pound boxes.
2. Reads computer screens and printouts for prolonged periods of time.
3. Must be able to sit for extended periods of time on the job; Monday – Friday from 8:00 to 5:00 PM, Central time.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? Yes/No _____

Signature

Date