

Position Description

Title: Utility Billing Clerk, Finance Department

Classification: Clerical

Pay Grade/Salary Range: 15-1 / \$31,504 - \$35,644 (Salary)

Supervised By: Director of Finance

Major Duties and Responsibilities

1. Provides administrative support to utility department

- Creates and maintains utility customer accounts
- Completes all data entry of applications, cancellations, and payments in utility billing program
- Maintains multiple Excel spreadsheets
- Assists with monthly utility billing
- Addresses customer inquiries and / or complaints
- Coordinates customer account adjustments
- Works closely with the Public Works Department personnel regarding utility service actions
- Assists customers with application/cancellation processes

2. Serves as liaison with customers concerning utility disconnects

- Collects and properly documents deposits
- Assists with mailing of reminder notices

3. Provides administrative support as needed for other departments

- Greets, assists and directs customers and general public
- Records receipts for other departments as needed
- Occasionally dispatched to other departments to handle office functions
- Answers and directs telephone calls
- Helps constituent walk-ins
- Provides documentation to department heads and other appropriate personnel
- Performs other duties as directed

Knowledge, Skills and Abilities

- Utility billing systems.
- Billing and collections procedures.
- City work order system and procedures.
- Computer skills to include knowledge of Excel and Word.
- Filing systems and management.
- Policies and procedures for handling cash.
- Proper grammar and the use of English in speaking and writing.
- Mathematical skills, including addition, subtraction, division and multiplication.
- General functions and operations of municipal government.
- Properly manage and handle cash according to city cash handling policies.
- Be eligible for a surety bond, including employee errors and omissions.
- Reconcile financial records and documentation.
- Strong organizational skills.

- Use various pieces of office equipment, including typewriters, photocopiers and facsimile machine.
- Accurate typing and data entry using a personal computer and 10-key.
- Use a multi-line telephone system to answer and transfer calls.
- Maintain confidentiality.
- Proofread reports accurately.
- Use common sense.
- Attention to detail.
- Complete detailed work accurately.
- Work effectively with a wide range of people.
- Meet specified deadlines.
- Prioritize daily work flow.
- Work as a team member with other employees.
- Communicate effectively with others, both verbal and written.
- Work independently when necessary.
- Handle multiple tasks simultaneously with frequent interruptions.
- Deal with others in a professional manner.
- Maintain professional composure in heated situations.
- Follow departmental and City policies and procedures.

Minimum Requirements

- The person in this position must have a High School diploma or its equivalent and a minimum of three (3) to five (5) years of business office experience. Municipal experience and/or knowledge of Incode Software is a plus but not necessary. Must have computer skills and be proficient in Excel and Word.

Special Conditions

CANDIDATES MAY BE REQUIRED TO SUBMIT TO A BACKGROUND INVESTIGATION

- This position requires the employee to be on the job a minimum of eight (8) hours per day, five (5) days per week and may also require overtime
- This employee must possess a valid State Driver's License
- This position has a probationary period of a minimum of six (6) months and may be extended not more than three (3) months by mutual agreement