

JOB DESCRIPTION
UTILITY BILLING CLERK

Position Title: Utility Billing Clerk
Department: Administration
FLSA Status: Non-exempt

Date : 7/1/2021

LINES OF AUTHORITY

This position is directly supervised by the City Manager, who has the responsibility to hire, evaluate and terminate this employee. The billing clerk will be directly responsible to the City Manager.

NATURE OF WORK

This is clerical work of moderate complexity and difficulty as well as customer service work interacting directly with people, on the phone and by email and processing cash, checks and credit card payments.

Teamwork atmosphere with much cross training, and shared files, equipment and space.

Requires multitasking and prioritizing.

Must follow the City's policy to respect and protect privacy and confidentiality.

Assignments include analytical work which requires ability to read all forms of data.

Work involves the independent performance of clerical duties which involve some independent judgment based on knowledge gained through experience. Work problems involving departures from established rules and policies are reviewed with a supervisor for final decision.

Work is performed independently and is reviewed through reports, evaluations, and observation of results obtained.

ESSENTIAL FUNCTIONS AND DUTIES

Manage water, sewer, curbside and landfill billing and collection

Calculate, print and mail monthly bills.

Post payments.

Prepare delinquent accounts list and send notices to customers. Prepare disconnect notices and work orders for posting of disconnect notices. Add penalties, process and mail 12 day notices monthly. Notify water/sewer department of notices. Keep City Manager and staff informed of delinquent accounts.

Work with customers per delinquent customer policy, for back payment of delinquent accounts, possible payment agreements and collections.

Calculate manual bills when necessary, evaporation credit, reset penalty charge and outside meter annual fee; process annual Consumer Confidence Report (CCR) and change rates when directed.

Serve as primary person to sign up new customers and ACH users, schedule appointments and receive deposits for service and meters. Maintain customer applications and accounts list.

Verify accuracy of all water meters; monitor for stopped meters or water leaks, and process meter readings.

Keep City Council and City Manager informed of operation of utility billing through written and verbal reports.

General Clerical Work

Prepare committee packets and attend Public Works Committee meeting and any other meeting that might be required; prepare minutes.

Attend service counter, answer telephone, reply in person, by telephone or by correspondence to inquiries from visitors and callers, supply general information on City policies, procedures, ordinances and zoning, refer specific inquiries to appropriate personnel.

Maintain the ability to serve as backup for water/wastewater sales tax and delinquent utility bill collection.

Maintain the ability to serve as backup for Secretary, Finance Clerk and Deputy Clerk.

Perform other duties as assigned by City Manager on an as needed basis.

MINIMUM ESSENTIAL REQUIREMENTS OF WORK

Graduation from high school supplemented by college-level course in clerical or any equivalent combination of experience and training providing the following knowledge, abilities, and skills:

Basic knowledge of Microsoft Word, Excel and Outlook Express.

Ability to balance a cash drawer daily and run daily tapes on all utility payments.

Knowledge of business English, spelling, punctuation and arithmetic.

Ability to acquire knowledge of the policies, procedures and services of the City within a reasonable training period.

Ability to keep moderately complex records, to assemble and organize dates, and to prepare reports from such records.

Ability to establish and maintain effective working relationships with other employees and the general public.

WORKING CONDITIONS

Inside office work performed under controlled conditions with occasional noise. Occasional climbing, stooping, reaching, kneeling, talking, hearing, lifting and repetitive motions. Minimal physical strength requirements involving the moving, lifting, pushing, carrying and pulling of objects weighing up to 25 pounds. May involve sitting for extended periods of time. May involve driving.

