

Utility Clerk

Job Description

General Summary: The position processes utility bills, maintains accounts and resolves customer disputes. This position is expected to work with considerable independence. Additionally, the position supports the Town Administrator's office by answering phone calls, receipting utility and miscellaneous payments.

Essential Job Functions (the duties below are intended to serve as an example of the typical functions performed. They are not exclusive or all-inclusive and will vary with assignments):

1. Greets customers, answers telephones, and direct calls.
2. Creates new utility accounts, sets up billing records, handles complaints and answers customer billing questions.
3. Responsible for using specialized utility billing system, including calculation of bills, preparation of pre-billing estimates, printing and mailing all utility bills.
4. Checks meter reads for possible errors and prepares work orders to dispatch to Utility Department.
5. Processes paper and computer work necessary to close customer utility accounts, correct bills, generate final bills, and process customer refunds.
6. Posts penalties on utility billing system; calculates, prints, and prepares work orders for shut offs for delinquent accounts.
7. Maintains customer file for active and inactive customer accounts.
8. Balances daily cash report with the Town's general ledger and prepares reports. Receives payments, balances cash drawer under dual control and write receipts for various departments.

Knowledge, Skills, Abilities:

The following KSA's are required:

- Must be able to work well with the general public
- Requires good organizational skills and the ability to work independently and multitask
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures.
- Knowledge of electronic equipment, computer hardware and software.

- Active listening – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Writing – communicating effectively in writing as appropriate for the needs of the audience

The following KSA's are desired:

- Working knowledge of utility billing, meter reading, water and sewer infrastructure.
- Working knowledge of the organization, functions, activities and legal requirements of a municipal government.
- Bilingual

Minimum Education, Qualifications, Certification and Training:

- High School graduate
- General knowledge of office machines and computers
- Working knowledge of record keeping, bookkeeping and accounting policies
- Previous billing experience preferred

Computer Equipment and Software Requirements: Requires a working knowledge of Microsoft Office to include Word and Excel and with a basic understanding of Windows operating system.

Physical Demands/Environmental Conditions: Work is primarily in an office setting with occasional walking, bending, lifting or minimal physical exertion. Must be capable of functioning with multiple priorities and deadlines; and be able to withstand the pressure of demands in an atmosphere of constant change. Must be available to work Monday through Wednesday and other hours to fill in as needed.