



Job Description: Utility Customer Service Clerk

Location: City Hall

Department/Division: Finance Department

Reports to: Deputy Finance Officer

FLSA: Non-exempt

Pay Range: 31

Definition: Under general supervision, provides customer service for water, sewer and solid waste including the accounting thereof, receives cash from internal and external sources; keeps utility accounts updated.

Essential Functions: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class).

Tasks:

- Sets up cash drawer for daily transactions; opens safe; receives and enters all incoming cash; maintains control sheets.
- Balances cash drawer; maintains petty cash; runs reports and maintains files; maintains accounts receivable files.
- Process monthly billing of utilities; checks and sorts bills; advises customers of delinquent accounts, prepares shut-off lists, and tracks insufficient fund checks
- Submits uncollectible accounts to Credit Bureau, allocates collection agency checks, posts payments, and adjusts collection agency fees.
- Prepares a variety of regular and special reports.
- Works with new and existing customers setting up, closing, and transferring accounts; answers questions; assists with problem resolution.
- Advises water distribution and collection of requests for service.
- Updates customer accounts after service calls
- Tracks utility accounts each day
- Opens mail; receives payments for utilities; post payments to each account accurately and timely; answers correspondence as requested.
- Maintains office machinery; places postage on mail, sorting by accounts for budgetary purposes.
- Assists other finance office staff members explaining billing procedures and guidelines.
- Organizes and maintains a variety of files, records, and document scanning.
- Completes special projects as assigned.
- Performs related work as required and other duties as assigned.

Knowledges, Skills and other Characteristics:

- Knowledge of basic accounting principles and practices
- Knowledge of utility billing policies and procedures
- Knowledge of ordinances, laws for collection procedures
- Skill in providing customer service, communication, and collection.
- Knowledge of modern office practices, procedures, computer equipment and software
- General knowledge and experience with Microsoft Office programs including Word, Excel, Outlook, and the Internet
- Skill in accurately reporting detailed information.
- Skill in establishing priorities and organizing work.
- Ability to deal tactfully and effectively with customers, general public, and coworkers to convey concise and accurate explanations of policies, procedures, and requirements and maintain a positive attitude at all times.

Qualifications:

High School diploma or G.E.D.; three years clerical, bookkeeping, accounting and/or customer service experience.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be an exhaustive list of all job duties performed by personnel so classified. Management reserves the right to revise or amend duties at any time. Job description does not constitute a contract.

Driver's license requirement:

- Essential
- Non-essential
- CDL required