

UTILITIES ACCOUNT CLERK

Basic Function: Process billings and maintain customer account information and records for water and sewer utilities. Respond to and resolve customer billing and account questions. Provide clerical support to water and sewer operations. Perform related work as required.

Supervision Received: Work is performed under the direction and supervision of the Utility Billing and Customer Service Coordinator and the Finance Director.

Responsibilities and Duties: An employee in this position may be called upon to do any or all of the following: (Employee may be expected to perform additional tasks as required.)

1. Assist with and perform customer service, utility billing, and customer accounting functions for water and sewer utility operations.
 - a. Process monthly and other periodic billings for water and sewer customers.
 - b. Process meter reads and billings for final accounts.
 - c. Review and verify billing register for unusual variances.
 - d. Post payments to customer accounts receivable.
 - e. Process paperless billing and ACH signups.
 - f. Upload ACH file to bank and prenote new autopay accounts.
 - g. Process periodic water shut off notices and related procedures.
 - h. Maintain all utility billing and customer account information and records.
 - i. Process identification verification on new customers.
 - j. Process annual customer account delinquencies for placement on the tax roll.
 - k. Set annual sewer base usage on water customers for summer months
 - l. Receive and handle customer billing questions and complaints.
2. Provide administrative support to water and sewer operations.
 - a. Assist water and sewer operations employees with service calls, questions and complaints.
 - b. Research data for reports and compose/type reports and correspondence.
 - c. Process service and work orders for customers.
 - d. Calculate special assessments for new/upgraded water and sewer service applications.
 - e. Read GIS maps and construction drawings to identify utility mains, hydrants, taps, laterals.
3. Assist with general administrative and office support for other operations as assigned.
4. Perform related work as required.

Desirable Qualifications for Employment: An employee in this class, upon appointment, should have the equivalent of the following knowledge, training and experience.

1. This job requires knowledge normally acquired through the completion of a high school diploma or equivalent, supplemented by additional training and work experience in business, accounting, and customer service; an Associate's Degree in accounting, business, or related field is beneficial knowledge for responsibilities and scope of this position.

2. Basic knowledge of the policies, procedures and practices of utility operations.
3. Interpersonal skill necessary to effectively communicate with other employees, public officials, and the general public. Ability to communicate and present ideas effectively, both orally and in writing.
4. Proficiency in use of desktop computer applications, Microsoft Word and Excel applications, GIS mapping applications, and construction drawings; knowledge and experience with BS&A government software applications used for utility billing functions; functional proficiency with other standard office equipment, including telephone, calculator, copier, etc.
5. Ability to establish cooperative and effective working relationships and use good judgment, initiative, and resourcefulness when dealing with other employees, the general public, other government agencies and outside businesses.
6. Ability to work effectively under the pressure of meeting deadlines, working on multiple tasks and projects, giving high attention to detail, setting work priorities, monitoring work outcomes, etc.
7. Physical ability to frequently sit in one position and use computer keyboard, phone, calculator, and perform related desktop work activities for extended periods of time; occasionally lift/push/carry items weighing up to 20 pounds; talk, hear, see, walk, stand.

Working Conditions:

1. Normal office environment with little discomfort due to dirt, dust, noise and the like.
2. Extended working hours may be periodically needed to meet deadlines and workload requirements.