



Job Description

Job Title: Utility Billing Clerk

Updated: As of 11-19-18

Status: Full-Time
Compensation Type: Hourly
Starting Pay Rate: \$11.50

Department: Finance
Immediate Report: Finance Manager
FLSA Status: Non-Exempt

DESCRIPTION

Job Summary:

With general supervision from the Finance Manager, completes various tasks to ensure efficient billing completion in all aspects of the process. The Utility Billing Clerk should provide excellent customer service to all citizens, staff, and Council with inquiries regarding billings and other various topics. A thorough understanding of record keeping, data entry, billing processes, account maintenance, and cash handling procedures.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) duties include but are not limited to the following.

Essential Job Functions:

- Demonstrate good customer service and attention to individual customer needs.
- Provide information, instruction and/or direction by telephone or direct contact related to area of assignment.
- Perform routine office duties such as assisting customers at the counter, directing people to the appropriate offices/person, opening mail, and processing customer payments.
- Receive and answer customer inquiries related to billing and account status.
- Prepare deposits and balance cash drawer daily.
- Make customer credits and adjustments as necessary.
- Process new utility connections, transfers and disconnects.
- Process park rentals, permits, and fees.
- Process pool reservations in the summer time.
- Process applications for use of the Gurwitz Community Center.
- Process payment for Hotel Occupancy Tax.
- Enter Municipal Court Citations.
- Prepare disconnect notices and coordinate shut offs per policy.
- Process customer billing using current equipment.
- Process late notices, disconnect notices, and coordinate staff shut offs.
- Process auto drafts payments.
- Initiate and verify billing adjustments to accounts, including leak adjustments.



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- Process fire hydrant meter deposits and billing.
- Process animal control fees and issue dog tags.
- Prepare disconnect notices and coordinate shut offs per policy.
- Process deposit returns and final out accounts.
- Receive requests for utility related work orders and issue same.
- Prepare and submit report to comptroller for Sales and Use Tax (Garbage and Gas).
- Assist in preparation of Council agenda packets.
- Post Meeting agendas as directed.
- Place items for view on City LED sign.
- Review newspaper weekly for City information.
- Retrieve and distribute mail.
- Perform other duties as apparent or assigned.

REQUIREMENTS

Knowledge and Skills:

- City utility billing rules and procedures.
- City policies and procedures.
- Principles of record keeping, accounting and bookkeeping and records management.
- Customer service principles and methods.
- City and Microsoft software.
- Entering data and numerical information into a computer system with speed and accuracy and maintaining electronic records, files and databases.
- Operating a personal computer utilizing standard and specialized enterprise software, including but not limited to Word, Excel, PowerPoint, Adobe Acrobat, Incode, multi-line telephone, copiers and fax.
- Communicating professionally effectively verbally and in writing.
- Analyzing problems, resolving disputes and presenting effective solutions.
- Assessing and prioritizing multiple tasks, projects and demands.
- Clearly and accurately prepare business letters, correspondence, and reports.
- Basic mathematics include the ability to compute whole numbers, fractions and decimals.
- Cash handling proficiency.



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- Ability to self-direct and manage the Utility Billing function.
 - Efficient responses to inquiries.
 - Establish and maintain working relationships.

Minimum Qualifications:

- High School diploma or GED required.
- Two (2) years customer service, data entry or cash handling experience or equivalent combination of education and experience.
- Must pass pre-employment screens, tests, and/or exams.
- Must possess a current and valid State of Texas driver's license.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to bending, stooping, lifting boxes of records of up to 30 pounds.
- Long periods of sitting.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, calculator, fax machine, telephone, other standard office equipment and departmental vehicles.