

CITY OF WALLER JOB DESCRIPTION

Job Title: Utility Services Clerk

Non-Exempt- Full Time

Reports To: City Secretary

Department: Administration

JOB SUMMARY

The objective of the Utility Billing Clerk is to provide prompt and accurate service and information to customers regarding billing, collections, requests for credits, requests for new service, disconnects and transfers of service. This position receipts utility account payments and monies collected by other City departments. The Utility Billing Representative provides customers with the highest quality customer service possible in routine account matters and problem resolution in a friendly, efficient and professional manner.

Attendance is an essential function of this position. The City reserves the right to require an employee in this position to work overtime. This position provides services or performs duties for the benefit of the general public during emergency situations. These may include services or duties different from those performed in the usual course and scope of your job. In the event of an evacuation, the incumbent in this position may be required to remain to perform needed services.

DUTIES AND RESPONSIBILITIES

The duties described below are indicative of what a Utility Billing Clerk may be asked to perform; other duties may be assigned:

Customer Service/Clerical

- Responds to customer inquiries on a daily basis covering all aspects of utility accounts by telephone, in person, by mail and e-mail.
- Processes applications for new service, schedules disconnect and service transfers, requests for re-reads, etc., and resolves billing issues.
- Obtains and provides accurate information to customers regarding service requests.
- Establishes and maintains superior customer relationships.
- Negotiates payment arrangements with delinquent customers.
- Analyzes customer accounts, checking for accuracy in services charged and billing calculation.
- Calculates billing adjustments when appropriate, i.e., misreads, leaks, etc.
- Prepares service orders as requested by customers and/or office personnel.
- Responds to customer requests for information about the City and its services.
- Receives utility bill payments from customers in the form of cash, check/money order, credit card, and ACH.
- Receipts monies collected by other departments.
- Balances cash drawer daily to detail report and prepares daily bank deposit.
- Runs routine reports from utility billing software system.
- Performs end-of-day process in computer system to post payments and balance all monies collected to system reports.

- Performs computer maintenance on utility accounts by entering address changes, credits, debits, write-offs, service changes, etc.
- Processes payments received in the mail and night deposit.
- Processes return checks/drafts by contacting customers regarding collection of the returned item, entering the charge back to the utility account, and receiving the payment for the item.
- Monitors unpaid balance accounts, prepares and send letters as necessary to collect.
- Identifies utility service applicants who have delinquent balances from previous accounts.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

EDUCATION AND/OR EXPERIENCE

- High school diploma.
- Minimum of 3 years money handling experience.
- Minimum of 3 years “front-line” customer service, dealing directly with the public.

SKILLS AND ABILITIES

- Exhibits desirable and appropriate behavior including integrity, ability to get along with others, “team player”, industriousness, intelligence, sense of urgency and independent judgment to provide for a cohesive, productive unit.
- Basic working knowledge of office equipment, computers, computer software (i.e. Microsoft Word, Excel, PowerPoint, Access, Outlook, etc.) and Internet search tools.
- Ability to perform data entry and inquiry functions at an acceptable level of accuracy and speed.
- Ability to perform multiple tasks simultaneously, accurately and efficiently.
- Ability to maintain a professional and polished manner and a pleasant tone of voice when dealing with the public.

LANGUAGE SKILLS

- Ability to communicate effectively with elected officials, staff, and the public.
- Ability to communicate effectively in both written and verbal form.

MATHEMATICAL SKILLS

- Ability to calculate basic mathematical calculations without aid of a calculator.

REASONING ABILITY

- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintains self-control, and adapts to stressful situations.
- Ability to use good judgment and effectively solve problems.
- Ability to plan work and establish priorities.

Physical Environment

- The duties of this job include physical activities such as sitting, stooping, kneeling, standing, walking, lifting, reaching, fine dexterity skills, grasping, handling, talking, hearing/listening, seeing/observing, and repetitive motions.
- Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception, and the ability to adjust focus.
- This job is performed in an office environment.

Work Environment

The work environment may include some or all of the following:

- Repetitive activities.
- High volume work days (first of the month, due dates, disconnect dates, etc.)
- Noise distractions (telephone calls, equipment, conversations with customers, etc.).
- Unpleasant social situations (dealing with upset or irate individuals).