



JOB TITLE: Billing Clerk
DEPARTMENT: Public Works
FLSA STATUS: Non-Exempt
REPORTS TO: Assistant Director of Public Works

I. POSITION SUMMARY

The Billing Clerk conducts multiple utility billing processes and provides administrative support to the Public Works Office.

II. WORK REQUIREMENTS & ESSENTIAL DUTIES

Requirements of Work

- Ability to effectively communicate in person, by phone and in writing;
- Ability to maintain a high level of confidentiality;
- Ability to maintain and file data and completed reports;
- Ability to diplomatically interact with the public and address their concerns/questions;
- Ability to think logically and problem-solve in order to analyze situations, troubleshoot, and make sound decisions;
- Ability to handle multiple tasks simultaneously and meet deadlines;
- Ability to build and maintain positive work relationships with management, staff members and external contacts.
- Basic knowledge of math and accounting.

Essential Duties and Responsibilities

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions listed below. This list is not exhaustive; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Establishes new accounts, processes changes in service, and calculates approved receipting for sewer/water per State Board of Accounts (SBOA) rules.
- Receives and processes payments for utility services, posts payments to proper accounts, balances cash receipts, prepares bank deposits and delivers daily receipts to the bank and Clerk Treasurer's office, maintains balance of the individual cash drawers.
- Utilizes billing software to assist the Billing Coordinator with monthly utility billing and delinquent notices.

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- Compiles information for billing summaries, accounts receivable, and other collection reports;
- Maintains a high level of customer service and professionalism at all times;
- Prepare, process and close work orders for all departments
- Responds to customer inquiries and resolves problems related to billing, meter reading and repair, and utility disconnects;
- Printing and entering route books for manually read meters. Process exceptions reports. Ensure large meter readings are entered for manual read accounts;
- Assist in the processing of readings from Silver Creek Water, Rural Membership Water and Sunflower Valley Water;
- Manages the switchboard and answers incoming phone calls, properly route calls for other departments, processes incoming mail and route to proper departments;
- Import and update credit card payments, assists with ACH/JP Morgan payment processing;
- Process all adjustments and provide information to the Billing Coordinator or the Assistant Director of Public Works to complete;
- Load/download radio reads from laptop and read radio read meters as needed;
- Assist with property owner letters;
- Review and process disconnect list;
- Process late charges;
- Provides general administrative support for the billing office;
- Orders office supplies;
- Assists with annual reporting and financial accounting reports;
- Other duties as assigned.

III. COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- ✓ Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- ✓ Oral Communication - Speaks clearly and persuasively in positive or negative situations.
- ✓ Team Work - Balances team and individual responsibilities.
- ✓ Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.

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- ✓ Quality Management - Demonstrates accuracy and thoroughness.
- ✓ Ethics - Works with integrity and ethically.
- ✓ Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.
- ✓ Adaptability - Adapts to changes in the work environment.
- ✓ Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- ✓ Dependability - Follows instructions, responds to management direction; Completes tasks on time or notifies appropriate person with an alternate plan.
- ✓ Initiative - Asks for and offers help when needed.
- ✓ Judgment - Exhibits sound and accurate judgment.
- ✓ Planning/Organizing - Uses time efficiently.
- ✓ Professionalism - Approaches others in a tactful manner.
- ✓ Quantity - Completes work in timely manner.
- ✓ Safety and Security - Observes safety and security procedures.

Education/Experience:

High school diploma or GED is required. Associates degree or Bachelor's Degree in Business Administration, Accounting or a related field is desired. One to two years' experience involving billing and accounts receivables and customer service.

Language Ability:

Ability to respond to common inquiries and complaints from customers, regulatory agencies, or members of the community.

Math Ability:

This position requires the employee to perform basic mathematical calculations, measurements, and elevations.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software and Internet software.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to

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successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Ability to stand and sit for periods of time and to move intermittently throughout the workday;
- ✓ Ability to operate office equipment, including computers, copiers, fax machines and phones.

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