

CITY OF HUTCHINS

Utility Billing Clerk

JOB DESCRIPTION

JOB TITLE: Utility Billing Clerk

FLSA: Non-Exempt

PAY GROUP: 13

EEOC CATEGORY: Administrative Support

GENERAL SUMMARY

To process billing account information for city utility services. Processes payments, service requests, service charges, adjustment requests, and corrections. Responds to billing questions, requests for information, and complaints. Updates and tracks a variety of electronic and paper files, records, reports, and related documents. Receives payments and issues receipts. Enrolls new customers and closes customer accounts, tracks services provided, and verifies proper billing for services. Documents actions taken on customer's account. Coordinates with other city departments to connect/disconnect utility hookups.

SUPERVISION

General supervision is provided by the Finance Specialist.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides written, counter, and telephone communication and assistance for customer concerns and inquiries regarding utility accounts.

Accepts applications for new service and writes up work orders.

Receives payments; enters all data for payments, i.e., new accounts, finals, adjustments, meter readings.

Prepares work orders and notices for disconnection for non-payment and/or insufficient funds checks.

Monitors meter readings for errors; prepares re-read lists.

Computes, prepares, and mails utility billing statements.

Accepts and inputs customer payments and account adjustments.

Balances cash drawer.

Performs various clerical duties as required.

OTHER DUTIES AND RESPONSIBILITIES

Assists with answering and transferring incoming phone calls to the appropriate person or department.

Assists with Municipal Court duties as needed.

Perform all other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

Three (3) years of responsible customer service experience, or an equivalent combination of education, training, and experience.

LICENSES AND CERTIFICATES

None required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Principles and processes for providing customer and personal services, including a desire to help customers regardless of their circumstance.

Basic principles of record keeping and reporting.

Modern office procedures, methods and computer equipment.

Skill in:

Performing mathematical calculations.

Attention to detail in dealing with numbers, words, and ideas.

Ability to:

Make varied arithmetic computations and tabulations rapidly and accurately.

Establish and maintain effective working relationships with employees and the general public.

Understand and carry out moderately complex oral and written instructions.

Utility Billing Clerk

Operate a computer and the ability to develop such skill in a reasonable period of time and operate a 10-key calculator/adding machine.

Knowledge and experience of computers and Microsoft software (Excel, Word)

Maintain accurate records.

Detect and analyze indicated metering abnormalities in relation to past consumption patterns, seasonal variations, and other pertinent factors, and to draw reasonable conclusions.

Deal tactfully with the public.

Work independently in the absence of direct supervision.

Communicate clearly and concisely, both orally and in writing.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Tasks require visual perception and discrimination. Tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, ~~such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.~~

Employee's Signature

Supervisor's Signature

Date

Date

The City of Hutchins, Texas is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Hutchins, Texas will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City Administrator.