

Utility Billing Clerk

Summary:

The position is responsible for executing clerical and administrative tasks required to support the activities of the Utility or Public Works Department.

Duties and Responsibilities:

- Receives, posts, and processes payments from customers for utility bills, cemetery lots, and park pavilion rentals
- Processes credit card and ACH drafts for automatic billing customers
- Balances cash drawer daily
- Prepares monthly billings and late notices for water, sewer, and refuse accounts
- Opens, closes lobby, and drive-thru window, ensuring areas are clean and orderly
- Answers phone calls coming into the City and transfers as appropriate
- Receives new utility customer applications and change request
- Creates and/or updates customer accounts as needed
- Responds to customer inquiries and complaints, explaining applicable City policies and procedures as required
- Prepares night drop deposits and mail as needed
- Prepare, process, and review polycart inventory (refuse)
- Creates and processes utility work orders
- Other duties as assigned

Knowledge, Skills and Abilities:

- Ability to operate 10-key by touch
- Attention to detail and ability to accurately enter data, including numbers
- Ability to verbally communicate with customers and employees including excellent telephone etiquette (Spanish language skills preferred but not required)
- Excellent organizational skills; handle multiple tasks
- Ability to work independently, with minimal supervision
- Ability to make sound decisions and effectively handle stressful situations in a professional manner
- Ability to abide by all rules, regulations, policies and procedures
- Computer proficiency with knowledge of MS Office applications

Qualifications:

- High School diploma or GED required
- 2 years of demonstrated excellent customer service experience
- 2 years of experience in billing and collection activities
- Valid Texas Driver's License