

POSITION DESCRIPTION

TITLE: Utility Billing Clerk
TYPE: Staff
CLASSIFICATION: Non-Exempt
DEPARTMENT: Utilities
LOCATION: City Hall
APPROVED BY COUNCIL: February 2020

GENERAL PURPOSE

The Utility Billing Clerk is expected to perform moderately difficult tasks in keeping financial accounts and records, including maintenance of journals and ledgers, accounts payable and accounts receivable; perform work according to standardized municipal procedures; perform various data entry duties; perform various other miscellaneous utility collecting, utility billing and accounting procedures, as well as general office tasks.

SUPERVISION RECEIVED

Works under the direct supervision of the City Administrator.

SUPERVISION EXERCISED

As designated.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Creates new utility accounts and sets up billing records in computer and in files, handles complaints and answers customer questions on utility billing.

Responsible for using specialized utility computer systems for water/sewer/garbage/recycling utility billing, including calculation of bills, preparation of pre-billing estimates, printing and mailing all utility bills and running and distributing post-billing reports.

Conducts meter readings, prepares work orders for maintenance and dispatches maintenance to utility calls.

Checks meter accounts for any apparent reading errors and calculates consumptions. Manages unusual readings for re-reading and notifies customer of possible water use issues.

Maintains records of malfunctioning or broken meters and repairs made; contact customers to explain errors and to notify of repair work to be completed.

Processes paperwork and computer work necessary to close customer utility accounts, correct bills and generate final bills and customer refunds.

Posts penalties on utility billing system, calculates, prints, and prepares shut off notices.

Balances daily cash report with the general ledger and prepares reports. Receives payments, balances cash drawers and customer payments, and writes receipts for various departments.

Compose, type, and edit a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Answers telephone and directs calls. Receives and directs visitors. Performs various clerical duties as needed.

Operate listed office machines as required.

Maintain a courteous and positive working relationship with employees, the public, elected and appointed officials, and vendors; receive complaints and questions and report same to appropriate department; assist in resolving complex and sensitive customer service issues as directed.

SECONDARY DUTIES AND RESPONSIBILITIES

Serve as the secretary of the Zoning Board of Appeals; compile and type Board meeting agenda; send agenda to media; place copies of agenda in lobby, and post for public inspection; set up for Board meetings; take minutes of meetings; shut down after meeting; transcribe minutes and assist Zoning Administrator with inspections, licensing and various tasks.

Operate the computer as required for the processing of general ledger, utility ledgers, and payroll information.

Complete payroll as needed, including process timesheets, keep records of employee vacations, sick leave, compensatory time, etc, issue checks.

Prepare and complete daily banking functions.

Perform a variety of related duties as required by the City Administrator and Clerk/Collector.

Issue various permits and licenses.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- A. Graduation from high school or GED equivalent, and,
- B. A minimum of two years progressively responsible experience in the maintenance of financial accounts and records.
- C. Associates degree in accounting preferred.

Necessary Knowledge, Skills and Abilities

- A. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; knowledge of accounting principles and practices.
- B. Skill in operation of listed tools and equipment.
- C. Ability to work as a team member and with minimum supervision; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations in a courteous manner.

TOOLS AND EQUIPMENT USED

Multi-line phone system; personal computer including word processing, spreadsheet, billing, accounting and desktop publishing software; computer printers; copy machine; postage machine; fax machine; calculator; credit card machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is required to walk, in all weather conditions and on hills and uneven surfaces; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet but may be loud during busy times.

TERM

An employee in this position serves at the will of the City of Galena.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview and reference check; job related tests might be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.