

Job Description

Position: Utility Billing Clerk/Assistant
Department: Utilities/Town Hall
Reports To: Clerk-Treasurer
Pay: \$13.00 to \$15.00 hourly
Hours: Part-time, 24 to 32 hours per Week



Utility Billing Clerk / Assistant to the Clerk-Treasurer

SUMMARY

Serves as the assistant to the Clerk-Treasurer. Accurately processes and maintains water, wastewater, and sanitation utility accounts and transactions. Receives, completes, and maintains records of maintenance and inspection work orders. Accesses utility billing documentation and computerized databases for customer billing records. Directs calls and visitors to appropriate departments and provides clerical support to the Police Department, Utility Department, and Town Council. Provides coverage in the absence of the Clerk-Treasurer and performs other duties as assigned. This position requires a bondable applicant.

ESSENTIAL FUNCTIONS

The duties listed below are intended to describe the general nature and level of work being performed. This is not an exhaustive list of all responsibilities.

- Works closely with Utility staff to maintain effective communication with customers, document customer notes, and support proper mechanical operations.
- Establishes new utility accounts and maintains billing records in both computerized systems and physical files; responds to customer inquiries and complaints regarding utility billing.
- Operates specialized utility billing software for water, sewer, and sanitation services, including bill calculations, preparation of pre-billing estimates, printing and mailing bills, and generating and distributing post-billing reports.
- Updates meter readings; prepares monthly meter reading lists and re-read reports; prepares work orders and dispatches maintenance in response to utility service calls.
- Reviews meter books for reading discrepancies and calculates consumption; refers unusual readings to the meter reader for verification.
- Maintains records of malfunctioning or damaged meters and completed repairs; communicates with customers regarding billing corrections and scheduled repair work.

- Prepares documentation and system entries required to close utility accounts, correct billing errors, generate final bills, and issue customer refunds.
- Applies penalties within the utility billing system; calculates, prints, and prepares shut-off notices in accordance with policy and ordinance.
- Maintains active and inactive customer files, including deposit and receipt records.
- Balances the daily cash drawer and prepares related financial reports.
- Receives customer payments, balances cash drawers and payment records, and issues receipts for multiple departments.
- Answers incoming telephone calls and directs callers appropriately.
- Greets, assists, and directs visitors.
- Performs general clerical duties as assigned.
- Maintains office supply inventory, including stationery, forms, envelopes, and general office materials.
- Maintains cleanliness and organization of the museum office during slow periods.
- Leads or assists with special projects as assigned.
- Provides operational coverage in the absence of the Clerk-Treasurer.
- All utility-related actions and decisions are subject to approval by the Clerk-Treasurer.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below represent the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

PHYSICAL REQUIREMENTS

Work is primarily sedentary to light in an office environment. The position may require standing, walking, stooping, sitting, and lifting light objects weighing up to 20 pounds during the workday. The Clerk-Treasurer maintains a drug-free workplace and requires mandatory post-offer employment drug testing.

EDUCATION AND EXPERIENCE

High school diploma or GED required, with a minimum of one (1) year of experience in bookkeeping, accounting, or a related field, or an equivalent combination of education, training, and experience.

LANGUAGE SKILLS

Ability to communicate effectively with customers, employees, supervisors, and the general

public in person, by telephone, and through written and electronic correspondence. Ability to prepare clear written correspondence and read and interpret procedure manuals and ordinance documents.

MATHEMATICAL SKILLS

Ability to perform arithmetic calculations using whole numbers, fractions, and decimals. Ability to calculate interest, penalties, taxes, and water, sewer, and sanitation usage.

REASONING ABILITY

Ability to apply common-sense understanding to carry out instructions provided in written, oral, or diagram form. Ability to address routine problems involving multiple variables in standardized situations.

OTHER KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of confidentiality and nepotism policies.
- Knowledge of general ledger bookkeeping principles and practices.
- Knowledge of effective accounting and recordkeeping procedures.
- Proficiency in the use of personal computers and specialized utility billing software.
- Skill in operating standard office equipment.
- Ability to establish and maintain effective working relationships with coworkers, officials, and the public.
- Ability to prepare, maintain, and reconcile accurate records and reports.
- Advanced proficiency in Microsoft Office applications (Word, Excel, Publisher) and Adobe software.