

## **Utility Billing Clerk/Customer Service**

### General Statement of Duties

Performs responsible administrative and fiscal work in support of the utility and other customer services; serves as receptionist for Town Hall.

### Distinguishing Features of the Class

An employee in this class is responsible for providing reception, customer service, and accounts receivable work for the Town. Work involves heavy public contact functions and coordination with other departments within the Town's organizational structure. Considerable tact and courtesy are required in these public functions. Work is performed under regular supervision and is evaluated through conferences, by review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

### Duties and Responsibilities

#### Essential Duties and Tasks

Serves as telephone and visitor receptionist for the Town Hall; directs visitors and calls to proper location.

Collects incoming revenue from water customers, building inspection fees, recreation fees, police records and other fees; inputs collections into computer system; collects revenues in person and through the mail; key in account number.

Performs inquiry on accounts to solve customer billing and payment problems; coordinates with utility billing staff as needed.

Answers incoming calls for general Town government; provides general information to citizens; forward calls to proper location; takes messages when necessary.

Explains processes and fees to customers.

Answers complaints from citizens, researches problems, and renders decisions or answers to their questions; refers precedent setting issues to higher level management for advice and consultation.

Establishes new utility customer accounts.

Reconciles daily cash receipts with data entry by revenue account; prepares various logs and reports as needed.

Performs general office support work including typing, word processing, maintenance of various logs and manual records and files.

Assists the Utility Billing Clerk in the billing process.

#### Additional Job Duties

Assists and back up other staff.

Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledge, Skills, and Abilities

Working knowledge of local policy and state statutes regarding utility billing and utility maintenance.

Working knowledge of standard operating practices involved in modern office operation and serving the public.

Working knowledge of computer operations and their application to collections and accounts maintenance.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to create and maintain accurate records, reports, and files in support of a customer oriented operation.

Ability to operate calculator, computer terminal, cash register and related office equipment.

Ability to establish and maintain effective work relationships.

Accuracy in the entry of data and compilation of records.

### Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, standing, walking, pulling, grasping, feeling, talking, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to work with data and figures, operate a computer terminal, and work with detailed use of the eyes.

### Desirable Education and Experience

Graduation from high school, supplemented by courses in business or accounting, and some experience in a collections or billing operation involving heavy public contact; or an equivalent combination of education and experience.