JOB OVERVIEW

Job Title: Utility Billing Clerk
Department: Utility Billing
Location: City Hall
Reports To: Finance Director
FLSA Category: Non-Exempt
EEOC Category: Administrative Support
Pay Group: 19
Pay Range: $38,896 - $56,389

GENERAL JOB DESCRIPTION

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

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.

Pick up and distribute mail.

Assist with audit as it relates to Utility Billing.

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

Assists with Municipal Court duties as needed.

Acts as liaison with various city boards and commissions as necessary; plans, executes and attends city special events.

Perform all other duties as assigned.

**EDUCATION & EXPERIENCE**

High School Diploma or GED

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

**LICENSES & CERTIFICATES**

Possession of valid driver’s license.

**KNOWLEDGE, SKILLS & 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.

Understand and carry out moderately complex oral and written instructions.

Operate a computer and 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.

Establish and maintain effective working relationships with the public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, gender, national origin, age, marital status, political affiliation, familial status, disability, sexual orientation, pregnancy, or gender identity and expression.

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 Human Resources.