

SUMMARY OF POSITION

The Utility Billing clerk is responsible for processing payments for both commercial and residential accounts with a high degree of accuracy. In addition, the Utility Billing Clerk provides excellent customer service and assists customers with requests for account information and payment extensions and updates service order status for field personnel, as necessary.

The Utility Billing Clerk is highly involved in interacting with external and internal customers, via telephone, email, letter, or in person. In addition, the Utility Billing Clerk performs basic clerical duties such as filing, organizing, printing, copying, etc. and assists in the operational duties of other areas within the front office.

ORGANIZATIONAL RELATIONSHIPS

Reports to: City Secretary

This is a non-supervisory position.

Other: Has frequent contact with the general public, other departmental employees, legal officials, and law enforcement officers.

GENERAL RESPONSIBILITIES

Maintains regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines. Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents. Develop & maintain effective customer service skills for communications with coworkers and customers.

ESSENTIAL DUTIES

- Greet incoming customers
- Provides Notary Services to customers as needed
- Utility Billing Clerk answers all incoming calls
- Assist customer by reviewing account information to determine the balance owed
- Process payments in the form of cash, check, money order, credit card and ensure payments are posted to the correct accounts
- Possess ability to research transactions and reconcile discrepancies
- Balance cash receipt report daily
- Ensure there is adequate change in drawer
- Assist customers with requests for account information as requested
- Research credit balances and deposit payments on accounts
- Monitor accounts subject to disconnection for nonpayment
- Prepare and keep current information regarding service order status for field personnel
- Coordinates reading of meters with the Director of Public Works and maintains meter reading equipment
- Process nonsufficient payments to ensure correctness and place collection calls for the returned items
- Office Interpreter for Spanish customers
- (EOM) End of Month processing and reports

- Processes utility bills and delinquents
- Processes Daily receipts for water payment receivables
- Monitor and process online payments daily
- Responsible for all building and sign permits, coordinates building and sign permitting for both Commercial and Residential working between the City of Blanco, City Inspector and Customer
- Review credit refund report and initiate refund process for accounting
- Sorts and distributes daily mail to appropriate departments
- Keeps customer lobby area presentable at all times ensuring all shipments are received and brought behind the front counter
- Stay abreast of elevated customer situations in the lobby and on the phone and inform a supervisor or member of management accordingly
- Reconcile Waste Management bill with customer accounts in software system
- Other duties as assigned

JOB REQUIREMENTS:

Required Knowledge, Skills, and Abilities:

- Strong cash handling skills
- Strong customer service skills
- Strong computer skills, including Microsoft Office products (Word, Excel, Outlook)
- Strong basic math skills
- Good interpersonal skills, positive attitude, and neat appearance
- Good organizational and time management skills
- Office skills using computer, software programs, calculator, and telephone
- Ability to communicate effectively and professionally verbally or in writing

REQUIREMENTS – WORK EXPERIENCE

Degree/Diploma Obtained or
High School Diploma / GED

Salary: \$22.00/hour