

Utility Billing Clerk

GENERAL STATEMENT OF DUTIES

Performs routine and varied secretarial and technical clerical work including collection of payments and balancing cash drawer; does related work as required. This position is responsible for attending customers, collecting payments, answering phones, inputting information into computers. Position also requires Secretarial tasks that require independent judgment on the disposition of routine matters. Alertness and a willingness to learn and prepare for assignments of progressively increasing difficulty are important.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Meets the public, giving information requiring some knowledge of departmental policies and procedures.

Serves as first point of contact for other employees, officials and the general public.

Interviews office visitors and callers and screens for referral to a higher level or to other offices.

Collects utility payments and assists in preparing monthly utility bills.

Prepares work orders.

Receives correspondence by mail and e-mail and distributes it to appropriate department.

Processes building permit applications and related documents.

Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Good knowledge of business English, and spelling; good knowledge of modern office equipment, practices, and terminology; ability to make arithmetical computations and tabulations with speed and accuracy; ability to type from clear copy at a reasonable rate of speed; ability to keep complex clerical records and to prepare accurate reports from such records; ability to perform routine office management details without referral to a supervisor; ability to establish and maintain effective working relationships with other employees and the general public. Must be bilingual.

ACCEPTABLE EXPERIENCE AND TRAINING

One year of experience in utility collections is preferred. High school diploma or GED. Or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.