

## **Utility Clerk Job Description**

### **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.

### **Job Description:**

- Answers telephone and gives information to callers or routes call to appropriate official.
- May compile and type statistical reports.
- Prepares outgoing mail, using postage-metering machine.
- Receives funds from customers and employees, disburses funds, and records monetary transactions.
- Completes credit-card charge transactions.
- Posts data and balances accounts.
- Compiles collection, disbursement, and bank-reconciliation reports.
- Operates office machines, such as typewriter, computer, metered-mail, and check-writing machines.
- Talks with customers by phone or in person and receives orders for installation, turn-on, discontinuance, or change in service.
- Assists customers/residents with complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.  
Prepares monthly invoices for building leases and use of facilities.
- Performs other duties as assigned.

### **Job Requirements:**

- High School Graduation or GED
- Must have good verbal and written communication skills
- Must be computer literate
- Must be bi-lingual in English and Spanish
- Experience in utilities collections preferred