

**Department:** Finance Pay Grade: 7  
**Position:** **Utility Billing Clerk II**  
**Accountable To:** Finance Director; Utility Billing  
Coordinator  
**Supervision Exercised:** Some  
**Position Objective:** Responsible for data processing and maintenance of utility  
accounts; collection of delinquent utility accounts; cash receipting;  
customer service

**Duties and Responsibilities:**

Balances daily cash and bank deposit. Assist with utility processes and program for accuracy. Assist with daily operations. Processes new services and tap permits; maintains records of water serial numbers, model and locations. Reviews meter readings; assist with codes and updates programs and changes; posts cash payments; maintain dumpster records and multiple units listing. Maintains computer files adding and deleting accounts. Generates computer reports, records, utility bills, open account registers, and cross-index file registers. Monitors delinquent utility accounts; answers complaints and questions; researches accounts. Screens and responds to phone calls and over-the-counter inquiries for all departments; accepts utility, assessments, fines and miscellaneous payments and issues receipts. Back-up of all utility billing files. Generate and send utility billing to outsourcing for processing. Generates delinquent account notices, follow up of door hangers and shut-offs.

Run monthly reports: billing register, billing summary, delinquent accounts and age trial balance prior to and after billing. Files and releases liens on delinquent accounts. Conducts hearings regarding delinquent account. Periodically audit of water meter readings. Audit of vacant properties for water accounts. Maintains and sorts records of utility billing for storage. Assists in annual audit pertaining to utility billing. Backup for accounting/data processing clerk.

Performs other duties as assigned.

**Skills:**

Ten-key; advanced keyboarding; computer operations; MS Office; printer operations; public relations; strong bookkeeping skills; ability to manage staff and operations.

**Mental Demands:**

Attention to detail, accuracy, follows established procedures or develops better procedures, proofs work, routine and adverse decision-making.

**Experience:**

One year of experience in bookkeeping and MS Office and other utility software systems.

**Education/Training:**

High school diploma plus one year experience in computers and bookkeeping.

**Working Conditions:**

Stressful; frequent interruptions; multi-tasking; works under deadlines; can deal with difficult customers.

**Physical Demands:**

Minimal; sedentary; office environment; basic coordination and manual dexterity.

**Contacts:**

City Manager, department heads, general public and auditors.

**Special Requirements:**

Legible handwriting; excellent mental attitude; excellent public relations and communication skills.