

JOB TITLE: Utility Billing Clerk
REPORTS TO: Commission Secretary/Senior Bookkeeper/Utility
Operations Coordinator
STARTING PAY: \$20.80/hr
HOOR PER WEEK: 40 Hours per Week

NATURE OF WORK

Maintains all PUC customer accounts, files, completes the utility billing cycle. Handles customer questions/complaints, and other customer service. Assists City administration in the area of Special Assessments, real property questions and filings.

EXAMPLES OF WORK: (not meant to be all inclusive)

Billing Cycle

1. Coordinates meter reading, transfers and enters data.
2. Maintains the billing cycle, calculates bills and penalties and mails statements and notices.
3. Takes payment through the point-of-sale system and online payment system and enters receipts into customer accounts.
4. Prepares bank deposits.
5. Handles accounts receivable and aging. Coordinates, executes, and maintains shut offs, limiters, etc.

Customer Service

1. Maintains individual account files, sets up new accounts (including deposit calculations) and finalizes old ones (including deposit returns).
2. Answers and directs PUC phone calls.
3. Handles customer complaints, questions, and requests.
4. Coordinates customer work orders, maintains records and follows-up with customer.
5. Assists with PUC announcements and meeting notices.

Assists City Administration

1. Assists in phone answering regarding general City information and refers complaints/questions to appropriate departments.
2. Assists in preparing property questions, filings, special assessment searches and special assessment certification report for annual submission to county.
3. Assists with the direction and filing of Gopher State One Call locate requests.

Other

1. Prepare correspondence as needed for Commission Secretary/Senior Bookkeeper/Utility Operations Coordinaoor.

2. Perform Commission Secretary's duties in her absence.

JOB REQUIREMENTS INCLUDE, BUT NOT LIMITED TO:

- College education and/or similar working experience in customer service or clerical field
- Keyboarding 60-80 wpm
- Ten-key speed and accuracy
- Proficient with MS Word
- Familiar with MS Excel
- Excellent communication skills
- Must have the ability to work independently as well as with other staff, prioritize workflow, and coordinate a wide variety of receptionist and customer billing duties.

ADDITIONAL KNOWLEDGE, ABILITIES, AND SKILLS:

- Considerable knowledge of English, spelling, arithmetic and vocabulary.
- Knowledge of secretarial practices and procedures.
- Knowledge of department operations and organization or the ability to acquire such knowledge in a relatively short period of time.
- Ability to maintain records and to prepare reports from such records.
- Ability to make decisions in accordance with established policies and procedures.
- Ability to establish and maintain effective working relationships with other employees and the public and deal with public relations problems courteously and tactfully.
- Skill in operation of keyboard and calculator and other office equipment