

**DEPARTMENT: Utility Billing Clerk**

**Job Description:** The Utility Billing Clerk reports under the general direction of the Clerk Treasurer. This position requires someone with excellent customer service, computer, analytical, oral and writing skills. The Clerk should have excellent math skills and is comfortable working in a fast – paced public environment.

**Duties and Responsibilities:**

Maintain water/sewer utility accounts; operates telephone and direct calls and visitors to appropriate departments and provides clerical support to the Clerk- Treasurer and other departments as necessary.

Responsible for water/sewer utility billing, including calculation of bills, preparation of prebilling estimates, printing and mailing all utility bills and running and distributing post billing reports.

Post penalties on utility billing system, calculates, prints, and prepares shut off notices.

Create new utility accounts and set up billing records in computer and in files, handles complaints and answers customer questions on utility billing.

Updates meter reads, prepares daily list for meter reader, prepares work orders for Public Works staff and dispatches staff to utility calls.

Refers unusual readings to meter reader for rereading; maintains records of malfunctioning or broken meters and repairs made; contact customers to explain errors and to notify of repair work to be done.

Receive payments, balance cash drawers and customer payments, write receipts for various departments and prepare daily bank deposits.

Perform other related duties as assigned by the Clerk Treasurer

**Qualifications:**

Knowledge of computer hardware and software, including word processing, data processing software and the internet. Proficient in Word and Excel. Ability to prepare and maintain accurate records, ability to maintain confidentiality, ability to use independent judgement in interpreting and enforcing policies and procedures, Ability to establish and maintain effective working relationships.

**Education and Experience:**

High School graduate with excellent clerical, math and computer skills. The ability to establish priorities and complete assigned duties with minimal supervision. Preferred: Experience in utility billing and Associate Degree.

**Pay:** Depends on Experience

**Equal Opportunity Employer:** The Town of Estill is an Equal Opportunity Employer.