

CITY OF OVERTON

JOB DESCRIPTION

JOB TITLE: **Utility Billing Clerk**

PAY GRADE: **2**

DEPARTMENT: **Water & Sewer**

FLSA STATUS: **Non-Exempt**

POSITION SUMMARY:

Responsible for input, maintenance and retrieval of all utility billing records, preparation of all monthly utility bills, the setting up and closing out of accounts, accuracy of billing, payments, work orders, meter readings and all other aspects of utility billing; and performance of receptionist and cashier duties as required.

SUPERVISION RECEIVED AND EXERCISED:

This position receives general supervision from the Director of Finance and City Secretary. This position does not supervise any other positions.

WORKING RELATIONSHIPS:

Relationships with coworkers shall be guided by the following tenets: The incumbent is cooperative and, when appropriate, assists others. Works to promote teamwork within the City in general. Shares information with peers. Resolves conflict through the use of tact and diplomacy. Accepts responsibility and works well when given responsibility. Accepts and is eager to learn new duties. Offers suggestions to improve the activities and the operation of the City in general. Continually strives to improve the proficiency of their job performance and provide a safe work environment. Is a self-starter. Exhibits a positive image and outlook when interacting with coworkers and/or the public. Serves as a positive role model for others.

ESSENTIAL DUTIES:

Duties include but are not limited to the following:

1. Answering phone calls, taking messages and routing of phone calls to the correct department (s) for the City of Overton Administration Offices
2. Entering various types of information into the utility billing system including monthly meter readings, new customer information and updates of all system data as required
3. Greets customers and collects payments for water, sewer, sanitation, building and city required permits, cemetery plots, community building and city pool rentals and miscellaneous administrative service items as needed
4. Responds to customer inquiries and complaints either in person, by phone or by mail
5. Opens and processes utility payments received in the mail or night drop
6. Verifies accuracy of monthly utility billing register, prints and prepares the customers utility billing statements for distribution to customers
7. Prepares the bulk rate postage form to request a check for the mailing of utility bills
8. Notifies customers of delinquency, returned checks, or other issues with their utility accounts as required
9. Provides sanitation/garbage billing information to appropriate waste contractor
10. Reports street light outages to ONCOR.
11. Orders replacement containers and commercial roll-off or dumpsters and bills accordingly.
12. Monitors and bills the bulk rate water usage hydrant.
13. Accountable for daily cash receipts and balancing of the Utility Clerks cash till daily
14. Accountable for verifying the Municipal Courts deposit and ending cash till daily

15. Responsible for the scheduling the water meter re-reads, Community Building, City Park events, City Council Chambers, R V Park and City Pool reservations.
16. Assists Director of Finance and City Secretary as needed
17. Performs other duties as assigned

KNOWLEDGE/ABILITIES/SKILLS:

Knowledge of:

- Basic utility billing procedures.
- Proper phone etiquette and message taking procedures.
- Counting back change and making accurate change procedures.

Ability to:

- Comprehend and learn City of Overton employee policies and procedures and basic City of Overton Code of Ordinances
- Comprehend and learn City of Overton safety policies and procedures
- Learn the geography and streets of the City of Overton
- Utilize a computer keyboard effectively and efficiently
- Handle several tasks simultaneously, most of which involve a high degree of stress
- Ability to make quick and sound decisions in stressful situations.
- Verbally communicate effectively with clear and understandable voice
- Deal with people in emotional, high stress situations
- Operate a 10-key calculator by touch
- Control emotions under stressful conditions
- Deal tactfully with irate persons
- Perform data entry with diligent attention to detail

Skilled in:

- Microsoft Office Suite (Microsoft Word and Excel) is preferred not required

EDUCATION AND EXPERIENCE:

Possess and maintain the following Licenses /Certifications during course of employment:

- High School diploma or General Education Degree
- One (1) year related experience is preferred

LICENSE/CERTIFICATE:

- None

PHYSICAL REQUIREMENTS:

Positions in this class typically require: Must be customer service and people oriented. Must be able to multi-task in a fast paced environment. Must be able to count back change when required. Must possess the ability to communicate in the English language both verbally and in written form, communicate conceptual or informative ideas to others in both written and verbal form. Must possess the ability to establish priorities, plan, organize and work independently or with fellow employees. Ability to establish and maintain effective working relationships with elected officials, the general public and fellow employees. Must possess the mobility to work in a standard office setting and use standard office equipment, including a computer, copier, multi-line phone system and fax machine. Must be able to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is

primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

The City of Overton is an Equal Opportunity Employer. In compliance with Disabilities Act (ADA), the City of Overton will provide reasonable accommodations to qualified individuals with disabilities.

I have read and understand the duties and responsibilities of this job description

Employee's Signature

Date

Supervisor's Signature

Date