

**CITY OF HAMILTON
POSITION DESCRIPTION**

Position Title: Utility Billing Clerk
Department: Finance Department
Class: Non-Exempt
Date: April 2016

SUMMARY: Performs water and sewer billing and collections, balances daily, maintains the accounts receivable billing, inputs and maintains utility accounts (new and existing), assists in filing, indexing and preserving department records and performs clerical duties as assigned by the Financial Administrator. May occasionally read water meters.

SUPERVISION EXERCISED AND RECEIVED: Works under the supervision of the Financial Administrator with instruction or assistance from the Accounting Clerk. The Utility Billing Clerk position has no supervisory duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Knowledge of bookkeeping and basic accounting, office practices and City ordinances. Experience in the use of computers and computer software including database, accounts receivables, utility billing and word processing. Knowledge of office machines, fax, copier and calculator.

Skilled in the use of computers, calculator, database and word processing programs, custom utility billing program, water meter management program, accounts receivables, operations and maintenance programs. Excellent communication skills.

Ability to communicate and deal effectively with the public, perform detailed work with accuracy; work independently, maintain confidentiality; communicate effectively orally and in writing; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors and public.

Accurately bills and processes water and sewer payments, and completely assists customers in understanding. Maintains accurate computer records of water and sewer customers and accounts, accurate and timely processing of accounts receivable process, and usage and consumption reports. Effectively handles past due and shut off process, customer follow-up and account research. Maintains confidentiality of sensitive information.

Deals tactfully and courteously with the public and co-workers. Observes work hours and demonstrates punctuality. Establishes and maintains effective working relations with fellow employees and public.

Processes work orders for utility disconnection, reconnection, new orders, and other public works service requests. May occasionally drive assigned route and take readings of meters and input data into hand-held micro-computing device to provide needed information for utility billing. Processes meter reading data; prepares and mails utility bills, assists in reconciling utility billing activity with general ledger.

Receives telephone calls and citizen visits concerning utility billing or services. Handles questions and matters of a more technical nature and responds to citizen complaints.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

EDUCATION AND EXPERIENCE: High school diploma. Two or more years experience with computers, basic accounting, and customer relations preferred. To perform this job successfully, an individual should have knowledge of accounting software, database software, spreadsheet software and word processing software. Must maintain a valid Montana Drivers License

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Some outdoor work is required in the reading of water meters. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective: April 2016

Revision History: January 2006
January 2011
February 2014
June 2015