



CITY OF WALHALLA POSITION DESCRIPTION
BILLING CLERK I – WATER BILLING
(SALARY RANGE \$15-24/hour)

GENERAL PURPOSE

Under immediate supervision, performs a variety of customer service duties for the accurate management of utility accounts, process of collections and may assist with the regular billing process, as necessary.

SUPERVISION RECEIVED

Direct supervision is received from the Water Office Manager.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

Account Maintenance

Serve as cashier to receive, process and post payments to accounts via computer terminal from customers over the counter, mail, night depository and online

Enter draft information for customers who use automatic draft through the banks

Prepare work orders for turn-off, turn-on, recheck and meter repair for water customers

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

Post and edit meter reads, review calculations, verify discrepancies and make necessary corrections; input data into computer terminal regarding adjustments

Monitor collection activity on delinquent accounts; post penalties on water billing system; prepare notification to customers regarding termination of service for non-payment or for returned checks

Welcome new customers, take new service applications, collect deposits, tap fees, set up new accounts; collect all necessary forms and payment for water and sewer connection fees

Initiate locates for all new water and sewer taps and repair/upgrade work

Research and collect any previous account balance on new customers

Research accounts to assist customers with billing questions or complaints; and respond to citizen inquiries regarding water, sewer and sanitation account activity

Administrative

Balance and close out cash drawer and prepare daily bank deposit

Prepare work orders for Water Crew staff and dispatch staff to utility calls

Prepare reports for Water Office Manager, as needed

Print out account histories for customers

Update customer contact information

Research returned mail for correct mailing addresses

Assist in preparing mail outs

Enter work orders for water, sewer and sanitation departments; maintain database for work orders

Become knowledgeable of rates and fees for City services

Type letters, forms, maintains files and various other office records

Create public notices and communications for water related issues and boil water advisories for the public

Public Relations

Provide customer service to City residents and customers; greet all incoming customers; direct visitors

Answer all incoming calls to City Hall and transfer calls to the appropriate department; respond to emails, voicemails and online reporting in a timely manner

Handle customer billing questions and complaints over the phone, by email and in person

Assist customers in understanding their water, sewer and sanitation accounts

This job description and the enumerated Essential Duties are intended to provide general guidelines for job expectations and the employees' ability to perform the position described. This is not intended to be an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned or assumed by the incumbent as necessary to fulfill the requirements of the position.

PERIPHERAL DUTIES

May be subject to overtime and on-call, as necessary.

Performs related duties and responsibilities as required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

High School Diploma or GED

Preferred Education, Experience and Credentials:

Two years of experience in clerical, customer service or related field.

Experience in a municipal setting and in dealing with the general public strongly preferred.

Bi-lingual strongly preferred.

Necessary Knowledge, Skills and Abilities:

Strong organizational skills and the ability to meet deadlines.

Possess even temperament, good judgement, positive attitude and excellent human relation skills with the ability to communicate effectively with coworkers, management and the general public.

Apply effective customer service techniques; respond to customer inquiries and complaints in a courteous, patient, understanding and concerned manner.

Ability to maintain confidentiality.

Ability to establish and maintain effective working relationships, communicating in a positive, friendly manner to employees, supervisor, coworkers, customers, public, etc. at all times.

Ability to maintain sustained attention to detail when reviewing and processing accounts.

Excellent computer skills with the capacity to promptly learn new computer software programs relevant to the municipality.

Ability to count money, make correct change, receive and apply payments accurately.

Ability to accurately perform job responsibilities in a timely manner to meet scheduled deadlines.

Ability to work independently and cooperatively and to perform the duties of the job in comparable time to other employees.

Understand and carry out oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Work is performed onsite; must be present at work to perform the essential functions of this job.

SPECIAL REQUIREMENTS

Possession of a valid South Carolina Driver's License.

Must be bondable.

TOOLS AND EQUIPMENT USED

Standard office equipment including, but not limited to computers, calculators, scanner, copier, telephone, vehicle, etc.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is continuously required to talk, see or hear. Specific vision abilities required by this job include close vision, the ability to adjust focus and view computer screens for an extended period of time.

Minimal physical effort is required in performing duties under typical office conditions. The employee may occasionally lift and/or move up to two-five (25) pounds on a periodic basis.

WORK ENVIRONMENT

The noise level in the work environment is usually quiet to moderate.

The employee frequently works in an indoor, office setting with periods of high stress and fast paced. Errors could result in delayed or reduced levels of service, poor public relations and have financial repercussions.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injuries or illnesses.

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 City of Walhalla is an equal opportunity employer.