

TOWN OF LEO-CEDARVILLE

JOB DESCRIPTION

Approved Title: UTILITY BILLING CLERK	Effective Date:	Weekly Hours: Part-Time
Appointing Authority: Town Council & Stormwater Board	Immediate Supervisor : Town Manager	FLSA Code: Non-Exempt

I. Purpose of the Position: The Utility Billing Clerk provides administrative support to the Town related to billing and collecting fees for public utilities (garbage collection and stormwater maintenance). These duties primarily involve the issuance of bills and late notices, and the collection of fees, but also involve a variety of other clerical functions and non-technical customer service.

II. Essential Functions:

- **Custodian of electronic data base of utility users;**
- **Maintains all utility records (both electronic and hard copy) ensuring that records are up to date and secure;**
- **Prepare billing statements as needed;**
- **Process outgoing mail to utility users;**
- **Pick up mail from the Town's Utility post office box as needed;**
- **Posts utility payments, and enters records of payments into user accounts;**
- **Deposits utility payments into Bank;**
- **Accounts to Clerk Treasurer for all money received and deposited;**
- **Processes the collection of returned checks;**
- **Assesses late fees and determines delinquent accounts;**
- **Upon request provides summary of delinquent accounts to the Stormwater Board or the Town Council;**
- **Works with Town Attorney or collection agency to obtain collection on delinquent accounts;**
- **Files liens, as necessary, against properties with delinquent stormwater accounts;**
- **Attends monthly Stormwater Utility Board meetings;**
- **Answers telephone calls from utility users and provides customer support for billing questions;**
- **Forwards customer complaints and technical problems to the Stormwater Board, Town Manager, or Town Garbage Service contract provider;**
- **Prepare Special Reports for Town Council and utility boards upon request;**
- **Perform other clerical duties assigned by Town Manager.**

III. Required Qualifications:

- **High School Diploma or GED;**
- **Ability to work with computers and to understand and use the Town's billing software, and word processing programs;**
- **Ability to sit for long periods of time doing computer or desk work;**
- **Ability to communicate effectively and professionally by phone and by written correspondence;**
- **Ability to maintain files and keep organized records;**
- **Basic math and accounting skills, including ability to balance a ledger and to accurately and professionally keep accounting records;**
- **Ability to occasionally work evenings to attend meetings as needed;**
- **Ability to remain patient and calm and to represent the Town in a professional manner when dealing with difficult situations.**

Approved by the Leo-Cedarville Town Manager:

Date

Peggy Garton