



## **Job Description**

**JOB TITLE: Billing Clerk**

**DEPARTMENT: Water & Gas**

**FLSA: Non-Exempt**

**REPORTS TO: Utility Supervisor**

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## **POSITION SUMMARY :**

The purpose of this position is to support the maintenance of the city's utility billing records and accounts, and customer service.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Assists with maintenance of utility records for the city's water and gas utilities; processes billings.
- Receives utility payments and other revenue payments.
- Prepares monthly meter reader records.
- Provides reception services at city hall by answering telephone, fax machine, and e-mail.
- Produces letters, memoranda, reports, tabulations and other materials as requested.
- Sorts and files correspondence, checks, vouchers, and other materials, numerically, alphabetically, or by other prescribed methods.

- Assists in the maintenance of records and files.
- Processes applications for new customers or transfers of service, take deposits, and late fees.
- Create work orders for new service, gas complaints, water leaks, or utility service other incidents.
- Other duties as assigned.

#### **MINIMUM EDUCATION AND EXPERIENCE:**

##### **Minimum Education**

**Education:** High school diploma or GED

**Experience (yrs.):** One (1) year previous experience and/or training that includes administrative work, customer relations, and computer operations

##### **Substitutions Allowed for Experience:**

Any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Methods, policies, and procedures involved in accounts receivable
- Deal effectively city department representatives
- Operate a variety of standard office equipment including a PC, calculator, copier, and facsimile machine
- Communicate effectively, both verbally and in writing
- Create spreadsheets and keep detailed records

#### **PERFORMANCE APTITUDES**

- **Language Skills:** Ability to read, analyze, and interpret financial reports. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or

members of the community. Ability to effectively present information to Mayor and the Board of Aldermen.

- **Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

- **Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

- **Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

- **Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages.

- **Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

- **Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

#### **ADA Compliance:**

- **Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of

objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

- **Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

- **Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*The above essential duties are representative of major duties of positions in this position. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned to the above consistent with the knowledge, skills, and abilities required for the job. Not all of the duties may be assigned to a position.*

*The City of Booneville, Mississippi, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*