

CITY OF EVERGLADES CITY
JOB DESCRIPTION

JOB TITLE: Utilities Billing Clerk

GENERAL DESCRIPTION:

Performs utility billing services under the direction of the Finance Administrator. Responsible for utility customer relations in-person and over the phone; creating new customer accounts, updating customer information and closing of customer accounts; analyzes meter readings, generates utility bills, statements, and notices; posts payments; maintains utility billing records; performs billing reconciliations.

ESSENTIAL JOB FUNCTIONS:

1. Performs billing, clerical and record keeping work with minimal supervision.
2. Prepares and submits daily, weekly, and monthly receivables reports to Finance Administrator.
3. Types correspondence, reports, records, memoranda, orders and other office documents.
4. Processes incoming and outgoing mail.
5. Answers inquires and complaints from customers.
6. Interprets, understands and applies State laws, City ordinances, policies and procedures.
7. Understands and performs all the functions of the Utilities Billing Department including, but not limited to, payment collections; preparation of daily sales receipts and bank deposits; customer billing; final bills including refunds of credits on accounts; collection of delinquent accounts, and maintenance of billing and accounts receivable.
8. Creates and maintains spreadsheets utilizing Microsoft Excel.
9. Maintains the Utility Department's financial software system.
10. Researches and prepares specialized reports for senior management's use.
11. In case of emergency/crisis situation, i.e., hurricane, flood, etc., position is required to respond and perform recovery duties as assigned by the Finance Administrator.

MINIMUM QUALIFICATIONS:

ABILITIES, KNOWLEDGE, AND SKILLS:

- Ability to type 45 words per minute.
- Ability to communicate effectively orally and in writing.
- Ability to work with Microsoft Office Products; Excel, Outlook, Word.
- Ability to effectively establish and maintain positive work relationships.
- Ability to multitask with a high degree of accuracy.
- Knowledge of City policies and procedures.
- Knowledge of general accounting and bookkeeping practices.
- Knowledge of proper grammar, punctuation and spelling.
- Knowledge of mathematics.
- Knowledge of office procedures and practices.
- Skills in problem solving

- Skills in customer service

EDUCATION AND EXPERIENCE:

- Graduation from an accredited high school or possession of an acceptable equivalency diploma.
- Graduation from an accredited college or university with an Associate's degree in accounting, finance or closely related field (required).
- Graduation from an accredited college or university with a Bachelor's degree in accounting, finance or closely related field (preferred).
- Two (2) years of billing or bookkeeping work experience.
- Customer service and public-sector experience. (preferred)

WORKING ENVIRONMENT AND DEMANDS:

Work is performed in a standard office environment. It involves frequent use of a computer and light physical demands. May occasionally be required to lift boxes or files, usually not exceeding 30 pounds.