

City of Forsyth Job Description

JOB TITLE: Utility Billing Clerk
POSITION: 100-108
FLSA STATUS: Non-Exempt
REPORTS TO: City Clerk

SUMMARY:

This position primarily involves utility billing duties and general clerical work. The incumbent is responsible for processing utility bills each billing cycle in accordance with established and well-defined procedures. Work is performed under the general supervision of the City Clerk.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are representative of the work required for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Edits meter books for accuracy prior to billing cycle.
- Ensures all accounts are billed correct charges for services at correct rates.
- Keys in new accounts and changes of address; assigns new customers account numbers and processes into system. Deletes utility accounts on computer listings; runs computer reports, prepares and files all work orders.
- Runs various computer reports including penalty report, deposits report, simulation report, billing balance registers, charge code totals and past due reports.
- Calculates, prints, and mails all utility bills.
- Creates quarterly reports for City expenses.
- Creates and calculates forfeits and refunds reports.
- Reconciles completed work orders.
- Receives payments from the public for utility services; local options sales tax; occupational tax; beer, wine and liquor tax; permits; deposits for new services; reconnect fees; water and sewer tap fee.
- Balances cash on hand against computer reports.
- Provides customer assistance and general information as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

The Utility Billing Clerk must be knowledgeable of the following principles, procedures, and concepts:

- Knowledge of standard billing and recordkeeping techniques.
- Knowledge of the principles and practices of public finance, budgeting, and accounting.
- Knowledge of modern office methods and procedures.
- Ability to make rapid and accurate mathematical calculations.
- Ability to understand and effectively carry out oral and written instructions.
- Ability to acquire skills in the operation of a computer, typewriter, calculator, adding machine, and radio.

- Ability to successfully meet the public, to create a favorable impression, and to establish and maintain effective working relationships with other employees.

MINIMUM TRAINING AND/OR EXPERIENCE TO PERFORM ESSENTIAL JOB FUNCTIONS:

The Utility Billing Clerk should possess, at a minimum, a valid high school diploma or GED equivalent, supplemented by some college level courses in Business, Accounting, Computer Science, or Public Administration. Experience in operating computers and billing operations is preferred.

NECESSARY SPECIAL REQUIREMENTS:

None

SUPERVISORY CONTROL AND RESPONSIBILITIES:

None

TRAVEL:

None

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM
ESSENTIAL JOB FUNCTIONS**

LANGUAGE SKILLS:

Ability to read and understand written materials. Ability to effectively communicate information to supervisors, co-workers, and the general public.

MATHEMATICAL SKILLS:

Ability to work with basic mathematical concepts such as addition, subtraction, multiplication, and division.

COMMUNICATION SKILLS:

Must be able to effectively communicate orally and in written form in a professional manner in order to give or exchange information, resolve problems, and/or provide service.

REASONING ABILITY:

Ability to interpret and understand a variety of forms, reports, manuals, regulations, and other means of instruction and guidance.

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. This position requires light-to-medium demands with intermittent sitting, standing, walking, computer use, and occasional lifting of lightweight objects.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is primarily an indoor office work area.