

**Job Title: Utility Clerk****Department:** Administrative**Schedule:** Monday–Friday, 8:00 AM – 4:00 PM**Salary:** TBD**Purpose of the Job**

The Utility Clerk provides essential clerical and administrative support related to utility, tax, and court payments. Serving as a key point of contact for customers, this role ensures accurate billing, payment processing, and recordkeeping.

In addition to handling inquiries and maintaining utility accounts, the Utility Clerk supports coordination across departments to ensure the reliable delivery of core municipal services—including sewer, solid waste, and stormwater. By managing day-to-day operations efficiently, this position plays a vital role in supporting the city’s service commitments to the community.

**Essential Job Duties**

1. **Process Payments:** Accurately process customer payments for utility services, including sewer, solid waste, and stormwater, while maintaining clear and organized transaction records.
2. **Customer Service & Front Desk Operations:** Provide in-person customer service, answer phone calls, respond to emails, and assist with new customer applications. Handle cash and other forms of payment in a secure and professional manner.
3. **Service Orders:** Create and manage service orders for utility connections, disconnections, and service changes in response to customer requests or operational needs.
4. **Interdepartmental Coordination:** Work closely with the Public Works Department to relay and coordinate service requests, including sewer service calls, service reconnections, chipper pickup, and bulk item collection.
5. **Reporting and Recordkeeping:** Generate, print, and archive daily reports to ensure accurate documentation and compliance with record retention policies.
6. **Daily Close-Out Procedures:** Perform daily sewer payment close-out by running end-of-day reports, closing payment batches, preparing sewer account deposits, and balancing the cash drawer.

**Other Job Duties**

1. Back Up the Billing Specialist. Transfer data from spreadsheets into the meter reading input system for the utility billing.
2. Review, verify, and correct, if necessary, customer accounts prior to processing the monthly billings.
3. Research billing problems or errors and adjust if necessary.
4. Print and archive various reports on a daily basis.

5. Work with an external bill printing company.

**Equipment Operated**

1. Personal computer with associated various software programs.
2. Calculator, copier/scanner/fax, and other standard office equipment.

**Key Competencies Required**

1. Knowledge of modern office practices, procedures, and equipment.
2. Knowledge of billing and adjustment procedures.
3. Ability to exercise good judgement in evaluating situations and making decisions.
4. Ability to use Microsoft Excel, Microsoft Word and to learn the internal billing system with Tyler Technologies.
5. Ability to effectively operate a variety of office machines including 10-key calculator by touch.
6. Ability to communicate effectively both orally and in writing.
7. Ability to work independently in the absence of specific instructions.
8. Ability to establish and maintain effective working relationships with others.

**Physical Demands and Work Environment**

1. Employee will work in an indoor office environment and will sit, stand, stoop, walk, and lift light objects (typically 25 pounds or less).

**Qualifications**

**Education and Experience:** Graduation from a standard high school; prior work experience in cash collections, customer relations; or a combination of education and experience equivalent to the required knowledge and abilities.