

November 2020

**TITLE: UTILITY BILLING CLERK**

**TITLE OF SUPERVISOR: VILLAGE ADMINISTRATOR**

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**JOB SUMMARY:** The Utility Billing Clerk is responsible for technical/clerical position requiring the operation of a computer for a variety of functions to include utility billing and cashier. Work requires the exercise of discretion and is performed with considerable independence within the framework of established policies.

### **ESSENTIAL JOB FUNCTIONS**

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Collect and process payment from customers over the counter, through the mail, and from other collection sites.
- B. Make courtesy phone calls to customers for abnormal meter readings.
- C. Establish new customer accounts.
- D. Prepare work orders for service connections, disconnects, and meter problems.
- E. Communicate with citizens and other Village employees the necessary information regarding service, complaints, and other concerns.
- F. Perform a variety of clerical duties.
- G. Communicate closely with other Village Departments and the Public.
- H. Perform data input on cycle billing, meter changes, and files maintenance.
- I. Post readings into the computer and make changes as are necessary to correct accounts.
- J. Prepare an assortment of printouts as necessary for the Village. Such reports include utility cutoffs, meter changes, and data analysis.
- K. Perform related tasks as required.

### **ESSENTIAL FUNCTIONS, QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES**

An employee in this class must have the following knowledge, skills, and abilities upon application:

#### **Knowledge**

- Proper public and telephone etiquette concerning complaints and the receipt of money.
- Modern office procedures and account posting procedures.

#### **Skills**

- Handle stress effectively without it interfering with performance.
- Organize, set priorities, and exercise sound independent judgment within areas of responsibility.
- Communicate clearly and effectively, both orally and in writing.

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**Abilities**

- Interpret and relay instructions and directions.
- Transfer information accurately in writing.
- Accurately handle large sums of money.
- Establish and maintain highly effective working relationships with other employees and the public.