



• 200 East Park Street, Vandalia MO 63382 •

**Position/Title:** Utility Billing Clerk/Court Clerk

**Department:** Administration

**Updated:** February 2019

### **NATURE OF WORK**

The Utility Billing Clerk performs routine clerical, administrative, and data processing activities involving the billing of utilities and other public services. The position receives general supervision from the City Administrator, possesses no supervisory responsibility, and interacts extensively with the general public on a daily basis.

### **ESSENTIAL JOB FUNCTIONS**

The Utility Billing Clerk's job functions include, but are not limited to the following types of activities; reading and gathering computer files, invoices, and ticket books; data processing; preparing invoices; posting transactions; processing work orders for utility connections, reconnections, and new orders; and other public service requests as necessary. The Utility Billing Clerk is also responsible for entering all monthly meter reading data, preparing daily mail and monthly utility bills, maintaining current customer accounts, assisting in reconciling utility billing grievances, and receiving and handling the general public on a daily basis.

### **OTHER JOB FUNCTION**

In addition, the Utility Billing Clerk is responsible for pursuing the collection of delinquent utility accounts, submitting and monitoring utility related work orders, establishing and monitoring payment schedules, researching customer accounts, and testifying in small claims court on behalf of the City. The Utility Billing Clerk will also perform any other task that may be assigned by the City Administrator.

### **OTHER FEATURES/CONDITIONS**

While performing this job, the employee will frequently be required to sit, talk, and listen for prolonged periods of time. In addition, the employee will be required to use his/her fingers and hands to handle objects, tools, and controls. The employee may also be required to reach with arms and hands. Moreover, the employee may occasionally be required to lift up to 25 pounds.

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

The employee should possess a working knowledge of computers and electronic data processing and have the ability to perform arithmetic computations; communicate effectively(both in writing and orally); establish effective working relations with coworkers, supervisors, and the general public; type proficiently; and handle customers in an efficient and tactful manner.

### **EDUCATION, TRAINING, AND EXPERIENCE**

The employee should possess a High School Diploma, or a G.E.D. and two (2) years of data processing or book keeping experience.

### **NECESSARY SPECIAL REQUIREMENTS**

None for this position.