

CITY OF HAMILTON POSITION DESCRIPTION

Position Title: Utility Billing Clerk
Department: Administration
Class: Non-Exempt
Date: February 2024

SUMMARY: Performs water and sewer billing and collections, balances cash daily, maintains the accounts receivable for utility billing, inputs and maintains utility accounts (new and existing), assists in reception of calls and the public at City Hall, filing, indexing and preserving department records and performs clerical duties as assigned by the City Clerk.

SUPERVISION EXERCISED AND RECEIVED: Works under the direct supervision of the City Clerk. The Utility Billing Clerk position has no supervisory duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Knowledge of bookkeeping and basic accounting, office practices and City ordinances. Experience in the use of computers and computer software including database, accounts receivable, utility billing program, water management program, operations and maintenance programs and word processing. Knowledge of office machines, fax, copier and calculator.

Ability to communicate and deal effectively with the public, perform detailed work with accuracy; work independently, maintain confidentiality; communicate effectively orally and in writing; follow verbal and written instructions. Must be able to multi-task and handle frequent interruptions.

Accurately bills and processes water and sewer payments and assists customers in understanding water and sewer billing practices and procedures. Maintains accurate computer records of water and sewer customers and accounts, accurate and timely processing of accounts receivable process, usage, and consumption reports. Effectively handles past due and shut off process, customer follow-up, payment agreements and account research. Maintains confidentiality of sensitive information.

Deals tactfully and courteously with the public and co-workers. Observes work hours and demonstrates punctuality. Establishes and maintains effective working relations with fellow employees and the public.

Processes work orders and coordinates with Public Works for utility disconnection, reconnection, new orders, and other public works service requests. Processes meter reading data; prepares utility bills, assists in reconciling utility billing activity with general ledger.

Receives telephone calls and citizen visits concerning utility billing or water and wastewater services. Handles questions and matters of a more technical nature and responds to citizen complaints.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or fellow employees.

Processes and collects payments for City business licenses including annual renewals and working with the Planning Department on the approval and entry of new businesses.

Option to cover administrative duties for Planning Board and Zoning Commission. May attend and record minutes for meetings of Planning and Zoning Boards as needed under the guidance of the City Planning Department. Meetings take place outside of regular business hours.

EDUCATION AND EXPERIENCE: High school diploma. Two or more years' experience with computers, basic accounting, and customer relations preferred. To perform this job successfully, an individual should have knowledge of accounting software, database software, spreadsheet software and word processing software. Must maintain a valid Montana Driver's License.

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.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Successful applicants will be required to authorize and pass a background check, including a criminal records check.

Effective: February 2024

Revision History:

January 2006
January 2011
February 2014
June 2015
April 2016
April 2021