



UTILITY BILLING CLERK

FULL-TIME NON-EXEMPT

A. GENERAL PURPOSE

The Utility Billing Clerk coordinates and monitors certain operations of the SUD's utilities to ensure efficient operation in the areas of account set-up and management, customer relations, and records management. Handles customer inquiries and complaints, provides utility related information to customers, maintains confidentiality, and organizes and maintains related records and reports.

B. SUPERVISION RECEIVED

Works under the general direction of the Customer Service Supervisor.

C. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Accepts applications for water service, transfer of ownership, payment agreements, and deposits. Maintains customer account records.
2. Acts as liaison with Combined Consumers SUD for water usage reports, billing information, and water termination.
3. Oversees records of water easements.
4. Oversees records of Water Utility Agreements, and acts as liaison with developers to collect utility development fees. (i.e. Impact, Line Extension, & Deposit Fees)
5. Maintains lists of all water customers, requests for service, and reserved capacity.
6. Maintains lists of all Utility Agreements and tracks all related deadlines.
7. Assists in coordination of construction, repairs, and maintenance of water systems.
8. Provides assistance, information, forms, to the public; receives, reviews, and processes applications, collects and processes appropriate information, and applies applicable policies and procedures in determining completeness of applications, records, and reports; assesses fees.

11. Assists in updating data and text information related to inspections.
12. Receives and enters data into the utility billing software in preparation for billing, delinquency, and disconnection runs.
13. Responds to and resolves difficult and sensitive citizen inquiries and complaints; answers customer complaints pertaining to utility billing.
14. Reconciles billing (e-billing) and delinquent files; monitors utility accounts; issues adjustments as required.
15. Operates a variety of office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners, or other specialized equipment, and personal computers in a Windows based computing environment using standard or customized software application programs appropriate to assigned activities.
16. Prepares professional correspondence, memos, and reports related to utility services.
17. Ability to establish, maintain, and foster positive and effective working relationships with those contacted during work.
18. Ability to maintain confidentiality.
19. Performs other related duties as assigned.

D. EDUCATION, EXPERIENCE, AND CERTIFICATIONS

GED Certificate or High School Diploma with closely related experience is required or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

E. TOOLS AND EQUIPMENT USED

Personal computer, software including Microsoft Office 10-key calculator; phone; copy machine.

F. SPECIAL REQUIREMENTS

1. 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 perform the essential functions if needed.
2. Work is performed mostly in an office setting.
3. While performing the duties of this job, the employee is regularly required to move around the offices and different locations throughout and communicate effectively verbally and in writing.

4. The employee is required to operate a computer, telephone, and other electronic equipment.
5. The employee must occasionally carry, lift, hold, push and/or pull up to 15 pounds office supplies, files, equipment and furniture.
6. Must be able to pass a background check with no felonies along with a drug screening.

G. WORK HOURS

Core work hours are Monday through Friday except holidays. This is a full-time non-exempt position and eligible for overtime pursuant to the needs of the SUD and at the direction of the Customer Service Supervisor. Any overtime hours performed must be pre-approved by the direct Supervisor. Occasionally you may be asked to carry the "On-Call" phone home with you and answer calls over office closings. This will pay overtime.

H. COMPENSATION

Pay range will be determined upon experience. Salary is commensurate with the position. Pay days are determined by the "COMBINED CONSUMERS SUD PERSONNEL MANUAL".

I. BENEFITS

Benefits shall be in accordance with those outlined in the COMBINED CONSUMERS SUD PERSONNEL MANUAL, as maybe modified by the specific employee's offer letter or amendments to the PERSONNEL MANUAL.

J. EQUAL OPPORTUNITY EMPLOYER

The SUD's employment decisions are made without regard to race, color, religion, sex, sexual orientation, military status, veteran status, national origin, mental or physical disability, pregnancy, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. To discuss an accommodation, please contact the Human Resources Director, Lisa Thompson-Smith at (903) 356-3321 ext 202 or email at lthompson@ccsud.com

Please note: *This Position Description is not a contract, and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the SUD may be altered by the SUD's Board at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Position Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.*