

Department of Public Works

Water and Sewer Billing Clerk

Definition:

The position involves accurately processing and maintaining water/sewer utility accounts including scheduling work orders, billing, receiving payments and customer service. This position requires an individual who can exercise independent judgment and is able to interact with the public with tact and courtesy.

Job Environment:

1. Work is performed under typical office conditions, with little exposure to occupational risks.
2. Operates automobile, computers, calculators, scanner, facsimile, copier, telephone and any other standard office equipment.
3. Makes frequent, daily contact with the public, other Town departments and officials, outside agencies and other governmental organizations and co-workers. Contact is by means of telephone, personal discussion, correspondence and email; contacts with the public require a high level of courtesy and patience.
4. Errors could result in delay, reduced levels of service, poor public relations and have financial repercussions.

Essential Functions: (The omission of a duty does not exclude it from the position if the duty is similar, related, or a logical expectation for an individual to perform as part of the job responsibilities. Reasonable accommodations may be made to assist individuals with disabilities.)

1. Responsible for using specialized utility computer software for water/sewer billing.
2. Creates new utility accounts for billing.
3. Receives and enters payments from customers over the counter, by mail & online.
4. Types letters, forms, maintains files and various other office records.
5. Schedules final water and sewer readings and prepares final bills.
6. Loads meter routes for quarterly reading by Water Division.
7. Receives and/or routes telephone inquiries for customer service.
8. Collects all necessary forms and payment for water and sewer connection fees.
9. Schedule and prepare work orders for meter installs and maintenance.
10. Become knowledgeable of rates and fees for water and sewer.
11. Post and edit meter reads, review calculations, verify discrepancies and make necessary corrections.
12. Prepare billing files for online payments and printing and mailing of bills.
13. Reviews proofs of water and sewer bills.
14. Maintain a neat work area.
15. Performs various clerical tasks as needed.

Recommended Minimum Qualifications:

Education, Training and Experience:

1. High school education including or supplemented by courses in office procedures, computers, bookkeeping and word processing.
2. Two years of experience in clerical, bookkeeping or related field.
3. Experience in a municipal setting and in dealing with the public strongly preferred, or any equivalent combination of education and experience.
4. Proficiency in the following software applications strongly preferred: Word, Excel, CUSI and N Sight; prior experience with municipal utility billing preferred.

Knowledge, Abilities and Skills: (The following knowledge, skills, and abilities are necessary to effectively perform the duties of this position. The omission of specific knowledge, skills, and abilities does not exclude them from the position if the knowledge, skill, or ability is similar, related, or a logical expectation for an individual to possess to effectively perform the duties of this position.)

1. Requires strong organizational skills and be ability to meet deadlines.
2. Possess even temperament, good judgment and excellent human relation skills with the ability to communicate effectively with coworkers, management and the public.
3. Apply effective customer service techniques; respond to customer inquiries and complaints in a courteous, understanding and concerned manner.
4. Ability to maintain sustained attention to detail when reviewing meter readings.
5. Excellent computer skills with the capacity to promptly learn new computer software programs relevant to the municipality.
6. Knowledge of modern practices and procedures employed in general business.
7. Have legal authorization to work in the United States.
8. Not have been convicted of or pleaded guilty to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling or controlled substances.
9. Possess a good reputation for confidentiality.
10. Must be able to be bonded.
11. Ability to count money, make correct change, receive and apply payments accurately.
12. Possess good knowledge of English, punctuation, spelling and arithmetic.
13. Maintain a neat, clean and acceptable personal appearance.
14. Ability to report for work and perform the duties of the position for 19 hours a week.
15. Ability to accurately perform job responsibilities in a timely manner to meet scheduled deadlines.
16. Have physical and mental ability to work independently and cooperatively and to perform duties of job in comparable time to other employees.
17. Must be capable of operating a personal computer, calculator, facsimile machine, photocopier, postage machine, multi-line telephone system, and miscellaneous office equipment and accessories customarily used in an office environment.

Physical Requirements:

(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).

1. Minimal physical effort required in performing duties under typical office conditions. Ability to operate a keyboard and calculator at efficient speed and view computer screens for extended periods of time. Specific vision requirements include close vision and the ability to adjust focus. Must have ability to sit, stand, walk and hear. May be required to stand for long periods of time when assisting customers.

Supervision Received: Work is performed independently under the general direction of the Superintendent and Business Manager.

Classification:

The position is classified under the AFSCME 93 Town Hall Clerical Union.

Salary:

Part-time (19 hours per week), non-benefitted position; salary range of \$19.00 to \$20.78 per hour (FY22) per the Union Contract.

Probation:

New employees shall have a six (6) month probation period in accordance with the Town of Ayer's Personnel Policies.