

Utility Billing Clerk

1. **Customer Service:** Interacting with utility customers, addressing inquiries, and providing information regarding utility services, billing, and policies.
2. **Billing and Payments:** Managing utility billing processes, generating bills, processing payments, handling delinquent and collection accounts, and maintaining accurate customer billing records.
3. **Record Keeping:** Maintaining comprehensive and accurate records of utility accounts, transactions, and customer interactions.
4. **Data Entry:** Inputting data related to utility services, payments, and customer information into computer systems.
5. **Administrative Support:** Providing administrative support to utility management and staff, including permits and licensures, correspondence, and other office tasks as assigned.
6. **Complaint Resolution:** Handling and resolving customer complaints or concerns related to utility services.
7. **Regulatory Compliance:** Ensuring compliance with local, state, and federal regulations governing utility services.
8. **Meter Reading:** Coordinating or conducting meter readings to monitor and record customers' utility usage.
9. **Technology Use:** Utilizing software and technology for billing and meter reading collection systems, customer databases, Microsoft Word and Excel, and other applications.
10. **Reporting:** Generating and presenting reports on utility usage, revenue, and other relevant metrics to utility management.
11. **Communication:** Communicating with other city departments, vendors, and external agencies as needed.
12. **Policy Implementation:** Implementing and enforcing municipal utility policies and procedures.
13. **Community Outreach:** Participating in community outreach initiatives to educate the public about utility services, conservation, and related topics.
14. **Website/Social Media:** Managing social media platforms, engaging with the online community, and executing content and updates on the website.
15. **Licenses/Permits:** Process permits and licenses for zoning, contractors, etc.