

City of Adams Billing Clerk

GENERAL STATEMENT OF DUTIES

Serve as Utility Clerk by preparing customer bills, keeping records of customer charges and payments. Perform a wide variety of data entry duties, collection of money and various general office procedures. Work as City of Adams Water and Sewer Utility primary contact for customer inquiries. The Billing Clerk will work at the direction of the Street Superintendent.

DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive; other duties may be required and assigned.

- Responsible for maintaining utility billing customer accounts. Setting up new accounts, creating final bills, adjustments, assessing late penalties, past due notices, download meter reading information to and or from Badger/Caselle system, prepare utility bills, creating final billings on accounts, enter meter changes, disconnect services, reconnect services, manual billing, modify existing customers, create reports as needed, apply penalties to accounts, updating rates, quarterly billing process as needed.
- Pickup a cash box at City at the beginning of the day and return the cash box at the end of the day to collect payments.
- Work with delinquent customers in setting up "Deferred Payment Agreements".
- Update landlord information and customer information on an as needed basis.
- Answer phone calls and emails to assist customers with billing and usage inquiries.
- Assist with records management and filing of all documents.
- Work with Street Superintendent, staff, and vendors as needed.
- Stay up to date on Caselle Software
- Enter water and sanitary sewer system data and prepare reports.
- Assist in preparation and submission of monthly, quarterly and annual reports to the Department of Natural Resources (DNR), the Public Service Commission (PSC), and other agencies as needed.
- Develop and maintain working knowledge of PSC rules for utility billing and collection.
- Develop and maintain working knowledge of water and sewer regulations from the DNR, EPA and PSC.
- Coordinate utility locate requests, notification and tracking with field staff.
- Coordinate work between field staff, residents, plumbers and private contractors, e.g. hydrant flushing, meter installation/testing/replacement, hydrant flow tests, cross-connection inspections, service locates, and turn-offs and other coordination as needed.
- Assist Street Superintendent in Water and Sewer Utility maintenance record keeping and planning.
- Preparation of billing files.
- Tracks meter records and meter change outs.
- Sets up new customers.

- Notifies customers of above average usages and makes note on the accounts.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general office operations and procedures.
- Considerable skill in interpreting and evaluating difficult customer service problems.
- Good customer service skills while dealing with the general public and other contacts in a courteous and tactful manner.
- Advanced knowledge and experience with personal computers including knowledge of Microsoft Office Suite applications, and email systems. Must be proficient in clerical skills and in the use of Microsoft Office products such as Word, Excel, Access and Outlook.
- Reading, writing, adding, and subtracting skills are required
- Strong cash handling and bookkeeping experience.
- Ability to communicate effectively, orally and in writing.
- Must be detail-oriented and accurate in the performance of job responsibilities.
- Basic understanding of accounting principles and practices.
- Ability to work under pressure and meet deadlines.
- Ability to develop and maintain working knowledge of the Public Service Commission rules for utility billing and collection.
- Ability to develop and maintain working knowledge of water and sewer system regulations from the Department of Natural Resources, Environmental Protection Agency and Public Service Commission.
- Must be proficient in clerical skills and in the use of Microsoft Office products such as Word, Excel, Access and Outlook.
- Ability to make arithmetic computations using whole numbers, fractions and decimals. Ability to calculate daily interest, sales tax, and water/sewer usage.
- Ability to work 24 hours per week.
- Knowledge of and the ability to use computers and office equipment to perform job functions.

QUALIFICATION

1. Minimum requirements include completion of high school diploma or GED or a combination of training and experience which provides the following knowledge, skills, and abilities.
2. Minimum of two years clerical/receptionist experience or equivalent training preferred but not required.
3. Experience in handling customer inquiries.
4. Valid Wisconsin driver's license
5. The City of Adams promotes a drug free work environment through the use of mandatory pre-employment drug testing and an ergonomics test.
6. Pass a Background check.

PHYSICAL REQUIREMENTS

Typing, lifting up to 30 lbs., bending, stooping, kneeling, reaching and sitting.

WORK ENVIRONMENT

The employee will be required to work in an office environment and on occasion visit other municipal facilities both outside and inside. The noise level varies depending on equipment running and location.

HOURS OF WORK

Regular office hours may vary from 8:00 a.m. to 4:00 p.m., regular hours worked are 24 hours a week.

