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# **Job Title: Clerk**

**Department:** Clerk Treasurer's Office

**Reports To:** Clerk-Treasurer

**FLSA Status:** Non-Exempt

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## **Position Summary**

The Clerk performs clerical and customer service duties in support of the municipal water utility operations. This position is responsible for utility billing, payment processing, customer account management, and maintaining accurate records while providing excellent service to residents and businesses. Preparing accounts payable vouchers.

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## **Essential Duties and Responsibilities**

- Process and generate monthly utility bills
  - Post payments (cash, check, credit card, online payments) accurately
  - Balance daily cash drawer
  - Maintain and update customer accounts, including new service setup and final billing
  - Handle customer inquiries regarding billing, usage, service interruptions, and policies
  - Process work orders for service connections, disconnections, and meter repairs
  - Maintain water consumption and meter reading records
  - Prepare delinquent notices and assist with collections procedures
  - Coordinate with Public Works staff regarding service requests
  - Maintain filing systems (electronic and paper)
  - Prepare reports for management, auditors, and regulatory agencies
  - Comply with local, state, and federal regulations
  - Prepare Accounts payable vouchers for Department heads to review and sign
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## **Knowledge, Skills, and Abilities**

- Knowledge of general office procedures and bookkeeping principles
- Ability to operate billing software and Microsoft Office and excel programs

- Strong customer service and communication skills
  - Ability to handle confidential financial information
  - Strong attention to detail and accuracy
  - Ability to multitask and meet deadlines
  - Basic math and reconciliation skills
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## **Education and Experience**

- High school diploma or equivalent required
  - Associate degree in accounting, business, or related field preferred
  - 1–3 years of clerical, billing, bookkeeping, or municipal experience preferred
  - Experience with utility billing software a plus
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## **Working Conditions**

- Primarily office environment
  - Frequent interaction with the public
  - Occasional lifting (files, paper boxes up to 25 lbs)
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## **Physical Requirements**

- Prolonged periods sitting at a desk
  - Ability to operate computer, phone, calculator, and standard office equipment
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