

CITY OF CARRABELLE CARRABELLE, FLORIDA



Water/Sewer Billing Clerk Job Description

DUTIES

- Processes payments, customer receipts for utility payments from walk-ins, mail and night depository
- Manages customer accounts including: set up of new accounts, update customer information and adjustments
- Provides accurate and timely bill posting, and account maintenance on Water Department computerized accounts receivable system
- Provides accurate and efficient cash and check receipts for utility bills
- Maintain accounts receivable system requiring basic computer knowledge, general and specialized clerical work
- Prepares and maintain work orders and contact with the Water Department
- Collects and records by written receipt monies received from various department activities
- Maintain well readings and back-flow prevention records
- Compile and maintains statistical records
- Prepare weekly, monthly, and annual departmental reports
- Prepare reports for other agencies such as DEP, FRWA and NFWFMD
- Arranges indexes and maintains filing system
- Must pass background check

- Handle customer correspondences and complaints
- Process utility connects/disconnects, customer inquiries regarding water consumption, leaks and service requests
- Generate and initiate disconnects for non-payment of bills and return checks
- Accurately create/close service requests with needed information required
- Reports unauthorized connections and district property damage to Water and Sewer Supervisor
- Assist and file work orders and written report of parts/materials used and file all paperwork into customers records
- Ability to collect cash and balance cash draw at the end of day
- Acts as receptionist by answering multiline phones, screening telephone calls, writing messages and assisting walk-ins in all departments
- Acts as public liaison when people call requesting various information pertaining to the City of Carrabelle and surrounding area
- Uses tact, diplomacy and a helpful attitude in all contacts with the public and other departments
- Receive, sort, and distribute all mail received each day
- Issues Occupational Licenses and Boat Ramp permits
- Performs clerical functions requiring discretion and specialized knowledge.
- Performs other work related tasks as assigned

BASIC QUALIFICATIONS

EXPERIENCE:

- Two or more years of customer service experience
- Cash handling experience preferred
- Must have proficient computer skills using computer to prepare documents, data entry and email
- Must have working knowledge of MS Word and Excel
- Must be able to use a personal computer, facsimile machine, adding machine and other office related machines
- Must be detail oriented/ able to multi task
- Must effectively work under pressure and with many interruptions
- Must be reliable with punctual attendance
- Required knowledge necessary to understand basic operational, technical or office processes
- Independent judgment and decision-making abilities
- Ability to work effectively and cooperatively with other employees and the general public

EDUCATION:

- High School Diploma or Equivalent

REPORTS TO:

- City Administrator with direct input from Water and Sewer Superintendent