

**CITY OF THOMSON, GEORGIA
CLASS SPECIFICATION**

JOB TITLE: UTILITY BILLING CLERK
DEPARTMENT: CITY CLERK
REPORTS TO: CITY CLERK

Dept. Code:
Date: 11/2017

JOB SUMMARY:

This position processes, updates, prepare and mails out utility bills to customers; maintains records for utility accounts, and prepares periodic reports. This position also greets visitors, providing them with assistance or directs them to the appropriate office.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

- Performs bookkeeping functions such as determining utility charges, late fees, and energy assistance amounts, preparing utility bills for mailing, and posting receipts of utility accounts by computer.
- Mails monthly utility bills.
- Processes, prints, and mails late notices and cut off notices.
- Prepares work orders for service connects and disconnects; inactivate disconnected accounts in the computer; update addresses.
- Prepares invoices, revenue reports, and aging reports and provide water and gas departments with consumption reports.
- Proofs meter readings; dispatches meter readers for rechecks, missing readings and complaints.
- Greets the public, answering incoming calls, and providing information concerning city services.
- Composes and types correspondence as needed.
- Assists with other clerical duties at peak periods and assists the cashiers when needed.
- Creates water and gas deposit lists for Finance Director.
- Takes applications for new and transferring utility services.
- Dispatches water and gas personnel for reported leaks and sewer problems.
- Performs EFT bank drafts.
- Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of basic bookkeeping procedures.
- Knowledge of general office procedures.
- Knowledge of the techniques of establishing and maintaining files.
- Knowledge of relevant county and departmental policies and procedures.
- Knowledge of data entry procedures and computer functions.
- Skill in basic mathematical calculations.
- Skill in written and oral communications.
- Skill in operating a computer, typewriter, calculator, and copier.
- Skill in organization.
- Ability to perform duties with accuracy.
- Ability to deal with the public in a courteous manner and tolerate continuous interruptions.

SUPERVISORY CONTROL: The City Clerk assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

SCOPE AND EFFECT: The purpose of this position is to perform accounting, clerical and data entry tasks. Successful performance in this position contributes to the financial accuracy of the budget and reports. Errors could result in financial losses to the county and negative public image. Complexity occurs in the constant interruptions and in the need for accurate and complete information for accounting and auditing functions.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is performed with the employee typically sitting at a desk or table with intermittent standing, stooping or walking. Employee occasionally lifts light objects. The work is performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent required.
- Ability to read, write and perform basic mathematical calculations.

file: Utility Billing Clerk

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.