Utility Billing Clerk: Full Time
JOB POSTING

The City of Evansville is looking for an energetic, friendly and out-going person to fill our Utility Billing Clerk position. This position requires multi-tasking, providing support for the office staff at City Hall, and handling the needs of our residents at the counter or over the phone. This position works primarily 7:30am to 4:30pm or 8:00 am to 5:00 pm with an hour lunch, Monday through Friday.

Pay
Salary for this position is $19.00 - $20.00 an hour at 40 hours a week. Benefits such as health, dental, sick time, retirement, vacation time, and more are provided. Final compensation will depend on qualifications.

Deadline
The City will begin reviewing applications and schedule interviews starting November 30, 2020. Position remains open until filled. Position will be filled after review of formal application and an interview. Personal, professional and criminal reference checks may be required.

To qualify you must be concise in your cover letter and resume and limit it to 3 pages total. When called for an interview, references will need to be submitted in advance of the interview.

Mail all resumes` with cover letters to:

City of Evansville – Utility Billing Clerk
PO Box 529
Evansville, WI 53536

Email all applications to:
Melanie Crans at melaine.crans@ci.evansville.wi.gov

In an abundance of caution due to COVID 19 no applications are accepted in person.

Job descriptions and policy manuals are available
at: https://www.ci.evansville.wi.gov/city_government/human_resources/

City of Evansville is an Equal Opportunity Employer.

UTILITY BILLING CLERK
POSITION DESCRIPTION

General Statement of Duties:
The employee performs responsible work of a clerical nature in the area of municipal and utility accounting, bookkeeping and finance and does related work as required.

Distinguishing Features of he Position:
The employee performs a variety of accounting, bookkeeping, and clerical tasks and assists in the maintenance of related fiscal records. The work is performed under the guidelines set by state statute, the Public Service Commission, city ordinances, and the City Administrator and is executed accordingly. The Utility Billing Clerk position is filled by and is under the supervision of the City Administrator. The Utility Billing Clerk is considered a member of the Finance Department.

Examples of work (illustrative only):

Utility Billing & Collections:

- Enters meter reading data.
- Monitors all meters are operating and communicating correctly
- Tracks all meters
- Enters all data for meters that are installed in the field (new or change out) and monitors to ensure that data is coming through correctly
- Enters all other data necessary to generate monthly utility bills to customers.
- Generates monthly utility bills, prepares, proofs, and uploads electronic file to mailing service.
- Determines amounts of final bills when customers terminate service.
- Processes receipt of payments of utility bills whether received in person at City Hall, by mail, or collected by various agents.
- Generates and mails late-payment statements and disconnection notices in accordance with City policy.
- Tracks customer deposits.
- Identifies and processes billing and payment adjustments to utility accounts.
- Creates and tracks all work orders pertaining to utility accounts that are sent to the Water & Light shop.
- Sets up new accounts on new construction properties and works with the Planning Coordinator to create new account #'s and addresses in new subdivisions.
- Tracks past due accounts
- Creates a report for the City Clerk of accounts to transfer to the tax roll
- Assists the Municipal Services Committee on billing matters, policy and requirement updates

Accounting:

- Creates and maintains spreadsheets for sewer credits, billing adjustments, back billing, disconnections, etc.
- Run reports and provide pertinent information for the purpose of audits and PSC reports
- Processes all Utility ACH

- Shall be knowledgeable and perform updates to the general ledger in a timely fashion and prepare sales tax reports for utility billing.

Permits & Licenses:

- Assists with applications for all permits and licenses issued by the city, except liquor and operator licenses, in accordance with applicable state statute or city ordinance.
- Assists with requests for reservations of park shelters and other park facilities.
- Acts as a cashier and performs other related cash receipting procedures.

Customer Service and Front Counter:

- Responsible for the primary contact and assistance towards customers/residents at the front counter and on the phone.
- Assists the Deputy Clerk with reservations of park shelters and other park facilities.
- Processes other receipt of payments at the counter.
- Acts as a cashier, including daily cash counts, preparation of daily deposit slips for review and other related cash receipting procedures.
- Assists the general public in problems pertaining to city matters and handles general complaints, either in person or on the telephone.

Miscellaneous:

- Coordinates and communicates with Municipal Service work crews in emergency events.
- Picks up and sorts incoming mail if requested by the City Clerk.
- Assists the Deputy Clerk as needed with posting notices, mail, deposits, Little League Registration, or other tasks as needed.
- Assists the City Clerk with elections and other various tasks as needed.

Required knowledge, skills, and abilities:

- Ability to communicate verbally and write concise letters.
- Ability to review accounts, billing history and more information to determine if a pattern is accurate or in error.
- Knowledge of modern accounting methods and practices preferred.
- Ability to perform difficult and responsible work with independent discretion through to completion.
- Ability to establish and maintain satisfactory working relationships with other city employees.
- Ability to make independent decisions in accordance with laws, regulations, ordinances and established procedures.
- Ability to exercise good professional judgment.
- Ability to display calm and courtesy to utility customers in person, via email and on the telephone.
- Displays the highest of ethical standards in maintaining the public's confidence and strives for the inclusion of the public, applicants and staff.

Job standards (acceptable experience, training and education):

- Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting, and bookkeeping with a minimum of three (3) years of related experience, or equivalent combination of related education, training and experience that provides the required knowledge, skills and ability.
- Associate's degree in accounting or similar field focused on billing or accounts management is highly preferred.

- Working knowledge of computers and electronic data processing.
- Working knowledge of modern office practices and procedures.
- Ability to obtain a notary commission from the State of Wisconsin.

Tools and equipment used:
Personal computer, word processing and spreadsheet software, accounting software, telephone, 10 12 key calculator, electric typewriter, copy machine, fax machine, optical scanner, postage meter, two-way radio, and all other equipment required to perform the duties and responsibilities of this position.

Physical demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and responsibilities of this position.

While performing the duties of this job, the employee is frequently required to sit or stand, talk or listen for extended periods of time. The employee is occasionally required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 40 lbs. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderately noisy.

To maintain consistency and availability for residents and other staff members the hours of work will be scheduled between 7:30 AM to 5:00 PM; Monday through Friday. An unpaid lunch break at a mid-point of the shift is required and additional hours for meetings may be required.

Selection guidelines:
Formal applications, rating of education and experience, or an interview and reference check. Job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The position description for the Utility Billing Clerk does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. No individual City official has authority to enter into an oral or written promise or contract of employment with any individual or group of employees. Any employment contract must be approved by a majority of the Common Council.

Approved by Finance & Labor Relations 10-08-2020

By signing this document, I acknowledge that I fully understand my job duties and will carry them out as assigned.

Print Name: _____

Signature: _____ Date: _____