

**VILLAGE OF POPLAR GROVE  
UTILITY BILLING SPECIALIST  
Full-Time - Exempt**

**POSITION DESCRIPTION:**

To assist the Village of Poplar Grove in the implementation, tracking, account management and customer service of accurately, timely water and sewer billing. Secondarily, front desk administrative tasks and administrative assistance to the Village President.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Customer service and front desk assistance of incoming phone calls and in-person visits.
2. Preparation and mailing of monthly water and sewer bills and penalties.
3. Processing of water and sewer bill payments via check, ACH, cash, or credit card.
4. Preparation and processing of sewer credits.
5. Responsible for coordinating new water hook-ups and final billings.
6. Responsible for preparation and implementation with the Public Works Department for resident water shut-offs.
7. Responsible for nightly cash-out procedures and money management.
8. Preparation and processing of water and sewer Right to Appeal requests.
9. Backup responsibility as Permit Application processing assistance.
10. Posting of State IL, Exelon, and Nicor Payments via BS&A cash receipting.
11. Nightly Bank deposit drop-off.
12. Dog Tag Sales and monitoring.
13. Assist residents with Community Room Rentals.
14. Administrative tasks by request of the Village President.
15. Any other assigned duties.

**EDUCATION, EXPERIENCE AND QUALIFICATIONS**

1. High School Diploma, associate's degree or higher education a plus.
2. Excellent money management skills.
3. Exhibit strong computer skills, ability to keep records, carry out written and oral instruction.
4. Must exhibit strong communication skills, with impeccable customer service.
5. Strong Organizational skills with attention to details.

*This is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit, or in any way modify the right of any supervisor to assign, direct and control the work of employees.*

The Village of Poplar Grove is an equal opportunity employer.