

Utilities Clerk Job Description

A City Utilities Clerk manages water/sewer customer accounts, handling billing, payments, new service setup, and resolving inquiries, requiring strong administrative, financial (cash handling, record-keeping), and customer service skills for public interaction, plus managing work orders and departmental records. Key duties include processing bills, balancing accounts, generating reports, and acting as a liaison for service issues, all while ensuring accurate data entry and maintaining confidentiality.

Key Responsibilities

- **Customer Service**: Answer phones/visitors, respond to complaints, explain billing, and assist with service issues (leaks, meter reading).
- **Billing & Payments**: Collect monthly meter reads, process utility bills, receive payments (cash, mail, and online), balance cash receipts, manage delinquent accounts, and set up new services.
- **Account Management**: Set up/close accounts, update customer info, manage work orders (turn-ons, cut-offs, repairs), and maintain meter records.
- **Administrative Support**: Maintain filing systems, manage correspondence, prepare reports, assist finance/public works staff.
- **Financial Duties**: Post cash, balance books, process accounts receivable, and prepare deposits.

Essential Skills & Qualifications

- High school diploma or equivalent.
- Experience in clerical, bookkeeping, or utility billing roles.
- Proficiency with computers, office software (Word, Excel), and billing systems.
- Drivers license.
- Strong math, organizational, and attention to detail.
- Excellent communication, tact, and patience for public interaction.

Work Environment

- Typically performed in an office setting.
- Uses standard office equipment (computers, phones, copiers).
- Frequent contact with the public, requiring courtesy.