



Job Title:	Water Billing Clerk
Department:	Finance
Reports To:	Clerk/Treasurer
Position Status:	Full-Time
FLSA Status:	Non-Exempt
Grade:	TBD
Revised Date:	TBD

Job Summary

Essential Duties and Responsibilities

1. Performs duties of cashier, involving receipting of monies collected from varying sources
2. Provides information to the public and to operational personnel
3. Routes incoming and outgoing mail
4. Operates various office machines, including computer input
5. Performs specific Department duties that includes serving as cashier, receipting of payments and posting monies to appropriate accounts
6. Prepares and mails utility bills
7. Collects and records payments and monitors past due accounts
8. Adjusts bills as may be appropriate
9. Responds to complaints of customers
10. Enters cash receipting and assists in obtaining tax information
11. Checks monthly readings for accuracy
12. Maintains water deposit records, receipts and refunds
13. Prepares shut off lists and coordinates shut offs as necessary
14. May work with information which is generally limited
15. Collects and receipts funds for the City
16. Dispatcher for the Laurel Bus Transit Program
17. Tracks leave requests of the Public Works Department employees
18. Position requires substantial contact with the public and fellow employees where tact and diplomacy are required;
19. Performs other duties as assigned

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are a representation of the minimum knowledge, skills, and abilities required.

1. The position requires the ability to communicate orally and in writing
2. Ability to use a computer for utility billing, meet the public, hear and speak with clarity, and use various office machines

3. Working conditions are controllable and performed in an office
4. Graduation from high school or its equivalent, including courses in filing, computers and other secretarial functions, plus one (1) year of office experience
5. Cashiering and computer knowledge and skills are required
6. Experience working with the public
7. Must be able to change tasks rapidly and respond to a variety of questions

Physical Demands & Working Conditions

Working conditions require moderate physical effort, moving between 5 and 25 pounds, where effort is intermittent and less than 15% of the time. Work requires high attention to detail or deadlines where effort is occasional and between 15% and 45% of the time. A typical workday involves exposure to one disagreeable element present, none of which are greater than moderate intensity, on an intermittent basis and less than 15% of the time.