

Utility Clerk / CSR

Position Summary:

The purpose of the position is to perform a variety of utility billing services for the Sheboygan Falls Utility and assist with accounts payable, accounts receivable, and other general office tasks when needed.

Duties and Responsibilities:

The primary responsibilities of the position include, but are not limited to the following.

Utility Billing:

Collections:

1. Daily entering of payments from the drop box, mail, and walk-in.
2. Creating deposits for the bank.
3. Monitor payment arrangements and send out door hangers when needed.
4. Send out notices monthly for unpaid final bills and note to landlords stating taxroll notice for unpaid tenant final bills.
5. Send out monthly notices for either nonpayment, disconnection, or taxroll for delinquent customers.

Customer Maintenance:

1. Change name and mailing address per customer request.
2. Update utility accounts for new owners/tenants upon move in or move out.
3. Send out read notices to water department for move ins/move outs.
4. Complete final bill processes when reads have been returned.

Reporting:

1. Daily balance cash receipts to receipt report from utility software.
2. Create an aging report showing credit balances. Process refunds to customers for overpayments/credit balances on final bills.

General:

1. Respond to public inquires either by phone, in person, or in writing and assist in providing information on the utilities.
2. Provide office support including, but not limited to copying, filing, and typing.
3. Maintain office files as required for easy retrieval of a variety of utility records.
4. Balancing of utility payments in cash drawer.

Education, Experience, and Qualifications:

1. High school diploma required; technical training in use of Microsoft Word, Microsoft Excel, and bookkeeping desired.
2. Knowledge of office equipment, typewriter, 10-key calculator, copiers, fax machines, other office equipment and general office computer software (word processing, spreadsheets, databases, email, etc.)
3. Background in basic accounting desired.
4. Good knowledge of office procedures and equipment.

5. Strong knowledge of operation of computer and Microsoft Office (Excel and Word)
6. Ability to manage and handle cash, check, and credit card payments in an accurate manner; ability to use cash register.
7. Knowledge of office practices, including filing, record keeping and typing.
8. General understanding of municipal government practices and utility billing is desired.
9. Demonstrated ability to interact well with others, including co-workers and customers, is necessary.
10. Ability to work efficiently in a governmental office that is fast paced and where projects and priorities change often and quickly.
11. Ability to communicate effectively with customers and co-workers in person, by phone and in writing.