



## Charter Township of Waterford Job Description

### Utility Billing Account Clerk

<b>Department:</b>	Public Works
<b>Supervised By:</b>	Administrative Superintendent or Designee
<b>Supervises:</b>	No Supervisory Responsibility
<b>Bargaining Unit:</b>	Teamsters
<b>FLSA:</b>	Non-exempt
<b>Status:</b>	Full-Time

#### **General Summary**

Under the direction of the Department's Administrative Superintendent or designee performs clerical duties related to the Department's utility billing and accounts process, including preparing water and sewer assessment pay-offs, processing lock-box accounts receivable data, and data entry. The incumbent works with the meter reading personnel and is familiar with every aspect of the Division's meter reading equipment and utility billing system.

#### **Essential Job Functions**

An employee in this position may be called upon to do any or all of the following functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Maintains a large database of water/sewer customer accounts in the Division's utility billing computer system.
2. Prepares water and sewer assessment pay-offs, prorated final bills and customer account status letters.
3. Conducts complete customer accounts analysis and ensures that customer accounts are properly reconciled.
4. Processes the Division's lock-box A/R collection system, ensuring that all customer accounts have updated properly, and that the utility billing system is in compliance with the division's financial institution daily deposit sheet.
5. Processes the Division's auto – debit program and on-line credit card customer payment system.
6. Runs and develops intelligent query reports derived from the utility billing computer database system. Performs special projects and analysis related to the utility billing system.
7. Maintains fully up to date and accurate records with respect to service items related to meter reading devices.
8. Inputs and retrieves information from the Department's document management system.
9. Transfers electronic files from various databases for further manipulation. Transfers files to third party vendors for completion of various functions within the utility billing process.
10. Answer telephones and provide counter assistance relative to financial specialty.
11. Sends out customer correspondence as needed.
12. Provides solutions and improvements related to departmental processes to improve branch and Division efficiency.
13. Develops work orders and coordinates their successful completion with the Department's Utility Services Branch.
14. May be called upon to work in the DPW's Front Office as directed.
15. All other duties as assigned.

**Required Knowledge, Skills, Abilities and Minimum Qualifications**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

1. High school diploma or equivalent.
2. Minimum of two (2) years experience directly related to the essential job functions.
3. Ability to type 55 wpm using word processing software. **Typing test required.**
4. Must possess intermediate word processing, database, and spreadsheet software skills. **Skills test required.**
5. Thorough knowledge of general office and filing system procedures and practices.
6. Ability to work independently on special assignments and provide periodic updates to supervisors.
7. Ability to sort, check, count, and verify numbers.
8. Ability to perform simple accounting procedures.
9. Demonstrated proficiency in using modern office equipment, including point of sale terminal and other equipment related to financial transactions, computers, etc.
10. Must possess good grammatical, spelling, data entry and mathematical skills. **Skills test required.**
11. Ability to meet and talk with customers and the general public in a courteous and professional manner.
12. Ability to learn the Department’s Computerized Maintenance Management Program (CMMS).
13. Must have a working knowledge of the Department’s Geographic Information System (GIS).
14. Ability to pass a background investigation including a criminal history and credit check to assure there are no financial risk issues.

**Physical Demands and Work Environment**

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

While performing the duties of this job, the employee works in an environmentally controlled office setting.

This is a low physically demanding position, requiring limited range of motion. Work is performed in the optimal working envelope of neck to navel and within arms reach. Work surfaces are adjustable to all body types. Walking surfaces are well lit, tiled and/or carpeted. Individuals with physical impairments can be accommodated to perform most essential task of these positions. The use of mobility assist devices such as wheelchairs, walkers, etc. is not a hindrance to this position. Use of both fine as well as gross muscles of the body is not essential. The employee is regularly required to lift objects of ± 1 pounds and occasionally lifts of 10 pounds may be required. No overhead reaching is required. The employee must be able to write and work with computer keyboard. Vision or assisted vision is required. Limited hearing is acceptable. Verbal communication is fundamental.

**WATERFORD TOWNSHIP IS AN EQUAL OPPORTUNITY EMPLOYER**

Start	\$22.72/hour
6 Months	\$24.05/hour
1 Year	\$25.39/hour
2 Years	\$26.72/hour

Posting Date: 02/08/2024 4:00 p.m.  
 Closing Date: 02/15/2024 4:00 p.m.  
 External posting: Open until filled

Application forms for this position can be obtained from the Human Resources Department, 5200 Civic Center Drive, Waterford, Michigan or on the Township’s web page <https://www.waterfordmi.gov/jobs>