

TOWN OF YORKTOWN, INDIANA

JOB DESCRIPTION

Utility Accounting Clerk-Utility Billing Department

Performs semi-skilled clerical and customer service tasks associated with the billing and collection of utility payments and related duties as required. Supervises utility clerk.

Examples of Essential Functions

Essential functions may include, but are not limited to the following:

- Create utility billing for customers for water, sewer, and trash services.
- Receive payments by cash, check, and credit card.
- Process ACH customer payments.
- Post customer payments to accounts.
- Update customer accounts, set up accounts for new customers.
- Process notices of delinquent payments.
- Apply customer deposits and refunds.
- Answer and direct calls on a multi-line phone system.
- Provide customer service by phone and in person; handle inquiries and incoming work requests.
- Retrieve, process and distribute daily incoming mail.
- Run cash register, computer, credit card machine, adding machine, fax machine, and photocopier.
- File and maintain documents.
- Prepare and follow up on work orders for field operations employees.
- Controls basic accounting and cash drawer functions.
- Check and compare data for accuracy and completeness.
- Maintain water deposit ledger.
- Prepare claims for refunds on a monthly basis.
- Create monthly bills for outside services, including Delaware County and other users.
- File mowing and sewer liens at the Delaware County Recorder's Office.
- Assist with annual water audit and calculate leak adjustments.
- Run end of year fiscal procedures.
- Perform related duties as required.

Knowledge, Skills, and Abilities

- Proper grammar and basic math skills are requisite for this position. Prior cash handling and customer service experience is preferred. A high school diploma or equivalent is required. College coursework or degree is preferred. Knowledge of Microsoft Outlook, Word, and Excel,

and the willingness to learn new software programs are a plus. Must have the ability to work well with others and remain calm in stressful situations.

Applicant must pass a pre-employment drug screen and criminal background check. Position may require lifting up to 25 pounds.

Normal working hours are 7:00am-4:00pm OR 7:30am-4:30pm, Monday through Friday. Starting wage range is \$20-\$24/hour, 40 hours per week, based on candidate qualifications.