

TOWN OF YORKTOWN, INDIANA

JOB DESCRIPTION

Utility Customer Service 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.

Examples of Essential Functions

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

- 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.
- 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.
- Perform other duties as required.

Knowledge, Skills, and Abilities

Proper grammar, basic math skills, courtesy, and integrity 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 \$19-\$23/hour, 40 hours per week, based on candidate qualifications.