



40 HOURS/ WEEK
\$36-\$45,000 BASE SALARY
FULL BENEFITS PACKAGE

UTILITY BILLING CLERK

UTILITY BILLING
CUSTOMER SERVICE

CLASSIFICATION ELEMENTS

The Utility Billing Clerk is responsible for managing all City water, sewer, and garbage accounts. The position is also the back-up for the Reception Administrative Assistant and is expected to cross-train and assist the Finance Administrative Assistant. This position is not overtime-exempt. The duties listed here are intended for illustration. The omission of any assignment does not exclude it from the position.

GENERAL ASSIGNMENTS

- Maintains all city billing accounts for water/sewer/garbage. Prepare, mail and balance monthly utility bills. Monitor accounts, assess late fees, prepare delinquent notices and disconnect notices. Is responsible to maintain accurate customer accounts and ensure compliance with the Ephrata Municipal Code. Submits delinquent utility accounts to collection agency. Maintains all documentation and records including rate files, landlord/tenant agreements and change request forms.
- Works closely with water department to address customer requests for meter readings for home sales, rentals, businesses, new accounts, broken meters or questions on meter readings. Prepares handheld readers to record meter readings for water department.
- Works closely with Consolidated Disposal Services for all garbage service, including changes in service, extra service, missed service and ordering of dumpsters, drop boxes and compactors.
- Serves as back-up for customer service, including answering the phone, waiting on customers at the counter, receipting and posting payments, scheduling the ERC and taking recreation registrations.
- Serves as back-up for accounts payable processing and daily balancing of bank deposit.
- Balances cash drawer at the end of each day. Provides support services to other departments as needed.
- Other duties as assigned

OTHER ABILITIES

- Ability to exercise independent judgment within established procedures
- Ability to apply policies and procedures
- Effectively communicate clearly, tactfully, and courteously
- Must have strong organizational skills and strict attention to detail and process
- Knowledge of office procedures, including effective filing and accurate record keeping techniques
- Ability to use database, Excel, word-processing, and other organizational office computer software effectively
- Ability to evaluate and understand people
- Ability to evaluate, analyze and review plans, applications, public statutes, contracts, and maps



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WORK ENVIRONMENT/ PHYSICAL DEMANDS

- Ability to sit at a workstation for extended periods.
- Ability to stand, walk, and drive as needed throughout day.
- Occasional ability to lift, carry, and put away parcels weighing up to 25 pounds each.
- Ability to monitor several audible communications devices, such as telephone and fax etc. throughout day.
- Ability to sit or stand for long periods, as necessary.
- Physical stamina to sustain long work days, including early morning and evening meetings, as necessary.
- Ability to communicate effectively and professionally with diverse audiences, including the public, the Council, and City personnel at all levels.
- Ability to resolve conflicts and maintain harmonious working relationships throughout the organization and with other agencies and departments.
- Ability to read and write a variety of documents, including correspondence, proposals, and other persuasive and informative materials.
- Ability to gather and sort relevant information from various sources and records successfully.

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Background in Billing or Customer Service
- Washington State Driver's License
- Ability to pass background check; pre-employment drug screening
- Minimum of 18 years of age and a U.S. Citizen