



JOB DESCRIPTION

JOB TITLE: UTILITY/CUSTOMER SERVICE CLERK

DEPARTMENT: ADMINISTRATION

SUPERVISOR: CITY CLERK

PREPARED BY: CITY OF PELHAM, GA

DATE: SEPTEMBER 30, 2021

JOB SUMMARY:

This is advanced clerical work involving the billing, collection, and recording of utility payments and other various municipal fees. Dealing directly with the public daily. Dependability, integrity, analytical thinking, initiative, cooperation, persistence, and tolerance of stress are also core elements.

GENERAL DUTIES:

1. RECEIVE AND POST UTILITY PAYMENTS
2. ASSIST CUSTOMERS BY PROVIDING INFORMATION CREATING WORK ORDERS AND RESOLVING COMPLAINTS.
3. DAILY BALANCING OF CASH RECEIPTS
4. PRINTS AND ENTERS METER READINGS
5. PRINTS AND PROCESS ALL RECHECKS
6. PRINT AND PROCESS WORK ORDERS
7. PROCESS MONTHLY UTILITY DRAFT PAYMENTS
8. CREATES NEW CUSTOMER ACCOUNTS
9. CREATES FINAL BILLING FOR CUSTOMERS THAT ARE INACTIVE
10. CREATE AND PRINT MONTHLY UTILITY BILLS
11. DOES MONTHLY REPORTS FOR GAS, WATER, AND SANITATION

EDUCATION, AND TRAINING EXPERIENCE:

Graduation from a standard high school or GED; one year of full-time experience in collection of payments, as a cashier preferred. One year of customer service and billing preferred. Must have a valid driver's license.