



## **UTILITY BILLING CLERK**

### **Utility Department**

**GENERAL DESCRIPTION:** Administrative and accounting position performed in the City's Utility Billing department. Work involves customer service, cash receipting, billing, collections, account management, and payment processing.

### **ESSENTIAL JOB FUNCTIONS:**

Investigates and resolves customer complaints, posts payments to customer accounts. Demonstrates continuous effort to improve operations, decrease turnaround times, and streamline work processes for customers. Works cooperatively and jointly with other departments, agencies, and outside Utilities Services to provide quality seamless customer service. Processes work orders, and performs other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of utility billing processes; research techniques, methods, and procedures. Knowledge of City codes and ordinances pertaining to Utilities customer services and general City business practices. The ability to analyze problems and make appropriate decisions in accordance with rules and regulations. The ability to work cooperatively with other City employees, customers, and the public, often in stressful situations. Must maintain a professional appearance and attire. Ability to organize, prioritize and carry out duties with minimal supervision. Must have the ability to produce written correspondence with clearly organized thoughts, using proper English, sentence structure, punctuation, and grammar. The ability to communicate orally with other City employees, customers, clients, and the public, in a face-to-face, one-on-one setting and on the telephone. Must possess strong math skills. Must also have a strong computer knowledge with Microsoft Excel, Outlook, Word, Adobe PDF, and able to learn other software programs that the Billing Department utilizes.

### **EDUCATION:**

High school graduation or possession of an acceptable equivalency diploma, supplemented with supervisory, office management training. College degree desirable. A comparable amount of directly related experience may be substituted at the City's discretion for the minimum educational requirements.

### **EXPERIENCE:**

Minimum of two (2) years of experience in administrative work preferably in a Utilities department or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position. Must have experience in customer service, receipting, accounts receivables, posting, handling of currency, general office, and proficient computer skills.

**PHYSICAL SKILLS:**

Must possess the following physical abilities:

To communicate effectively using speaking, hearing, writing and vision skills.

To sit at a desk and view a display screen for extended periods of time.

To lift and move a minimum of 40 lbs.

**WORK ENVIRONMENT:**

Ability to deal with stress-related to occasional deadlines and occupational problems, which demand immediate attention. Working environment requires an ability to multi-task to accomplish day-to-day tasks. The employee is subject to inside and outside environmental conditions.

**JOB LOCATION:** Port Richey City Hall, 6333 Ridge Road, Port Richey, Florida 34668

**STARTING WAGE:** \$14.00 / Hour

Please visit [www.cityofportrichey.com](http://www.cityofportrichey.com) to obtain a job application. Submit application and resume to the City of Port Richey, attn.: Sal Licari 6333 Ridge Road, Port Richey, FL 34668 or by email to [s.licari@cityofportrichey.com](mailto:s.licari@cityofportrichey.com). Position will remain open until filled. Successful candidate subject to a background check, required to pass a pre-employment physical and s drug screen.

*The City of Port Richey is an Equal Opportunity Employer, a Drug Free Workplace, and does not discriminate based on race, color, religion, creed, sex, national origin, age, disability, pregnancy status, sexual orientation, gender identity, veteran status, marital status, or other status protected by law.*