



DEPARTMENT OF

FINANCE

Utility Billing Clerk

Salary: \$36,252-\$40,025

Type: Full Time

Benefits: Full Range of Benefits

Date Posted: 7/1/2024

About Finance

The Finance Department establishes and implements the financial policies and procedures of the City, invests city funds, and handles deposits and payments of city monies. The Finance Department accepts payments for the following: water/sewer/trash disposal fees, parking tickets, building permits, personal property taxes, trash can purchases, code books, City licenses and real estate taxes.

Profile

Assist in all aspects of utility billing including regular bills, delinquent notices, and utility cutoffs. Process payments over the phone and at the counter. Answer the phone and respond to customer inquiries. Adjust and issue receipts to customers. Perform cash drawer check out, scan documents, and assist with pulling information for the annual financial audit. Assist with more complex tasks when necessary.

Preferred Education

High School Diploma or GED.

Preferred Experience

Strong communication skills and experience with clerical work or customer service. Effectively and efficiently organize and track information. Must have the ability to prioritize and multitask with attention to detail. Candidate should be self-motivated and have a good command of the Microsoft Office Suite (accounting software or Munis experience is a plus).

Requirements/Certifications

None

How to Apply

1 Visit salisbury.md/apply

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. Jobs will be posted for a minimum of 2 weeks.

City of Salisbury, MD

Classification Description

Classification Title: Utility Billing Clerk I or II or III

Grade: 2 or 3 or 4

Department: Finance

FLSA Status: NE

Date: 7-1-2024

Position Profile: Perform a broad range of clerical, accounting, and administrative functions under the direct supervision of a designated supervisor.

Duties and Responsibilities

Utility Billing Clerk I:

Administration/Department Administration: Provide clerical support for the finance department and other duties as assigned:

- Assist with utility billing including regular bills, delinquent notices, and utility cutoffs
- Assist Utility Billing Clerks II and III and Utility Billing Supervisor
- Process payments – over the phone, at the counter
- Perform cash drawer check out
- Scan documents
- Answer the phone and respond to customer inquiries
- Adjust and issue receipts to customers
- Assist with pulling information for the annual financial audit, and
- Perform other duties as assigned

Utility Billing Clerk II:

Administration/Department Administration: Provide clerical support for the finance department and other duties as assigned:

- Assist with utility billing including regular bills, delinquent notices, and utility cutoffs
- Assist Utility Billing Clerk III and Utility Billing Supervisor
- Set up new utility billing accounts with assistance
- Process payments – over the phone, at the counter
- Perform cash drawer check out
- Scan documents
- Answer the phone and respond to customer inquiries
- Adjust and issue receipts to customers
- Assist with training Utility Billing Clerk I
- Assist with pulling information for the annual financial audit, and
- Perform other duties as assigned

Utility Billing Clerk III:

Administration/Department Administration: Provide clerical support for the finance department and other duties as assigned:

- Assist with all aspects of utility billing including regular bills, delinquent notices, and utility cutoffs
- Assist Utility Billing Supervisor
- Utilize knowledge of deed stamps and property transfers
- Set up new utility billing accounts with assistance
- Process payments – over the phone, at the counter
- Perform cash drawer check out
- Scan documents
- Answer the phone and respond to customer inquiries
- Adjust and issue receipts to customers
- Assist with training Utility Billing Clerks I and II
- Assist with pulling information for the annual financial audit, and
- Perform other duties as assigned

Skills Proficiency/Strategic Planning:

- Working knowledge of basic accounting practices and procedures;
- Candidate should have a good command of the Microsoft Office Suite and accounting software (Munis experience is a plus);
- Possess excellent communication skills and conflict resolution abilities;
- Must have the ability to prioritize work and multi-task with attention to detail;
- Ability to operate Copier, Printer, and Credit Card Machine.

Stewardship/Financial:

- Knowledge of deed stamps and property transfers;
- Process payments accuracy and timely;
- Generate invoices for various billings;
- Knowledge of collection process;
- Scan documents;
- Adjust and Issue Receipts to Customers;
- Respond to Inquiries.

Leadership/Team Leader: None

Development/Leadership Development: Utility Billing Clerks are encouraged to learn more from higher position Clerks to be able to move up to the next level.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.

- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Assists with improving the process and provides feedback to improve revenue, billing and collections efficiencies.
- **Initiative:** If opportunities are available, propose any new ideas related to revenue, billing, and collections, and discussing various options with direct supervisor to improve efficiency of tasks.

Education and Experience

- High School Diploma or G.E.D
- Experience in clerical work and customer service;
- Or equivalent training, education, and/or experience.

Physical Requirements

- Work requires no unusual demand of physical effort;
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.