



Utility Billing Clerk

Department of Finance

SALARY	TYPE	SCHEDULE	DATE POSTED	BENEFITS
\$36,977-\$40,025	Fulltime	M-F 8:30am-4:30pm	7/20/2026	Full Benefits

DEPARTMENT PROFILE

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 license and real estate taxes.

POSITION PROFILE

The Utility Billing Clerk performs a variety of customer service, clerical, accounting, and administrative functions in support of the City's Utility Billing Division. This position serves as a primary point of contact for customers by assisting with utility account inquiries, processing payments, issuing receipts, and maintaining accurate customer account records. The position is responsible for supporting daily billing operations, assisting with collections activities, processing account adjustments, maintaining documentation, and ensuring the timely and accurate completion of assigned tasks. The Utility Billing Clerk works collaboratively with other Finance Department staff to provide excellent customer service while maintaining compliance with City policies, procedures, and financial controls.

EDUCATION

High School Diploma or equivalent required

EXPERIENCE

Experience in clerical work and customer service;
Or equivalent training, education, and/or experience.

HOW TO APPLY

1. Visit [Salisbury.md/apply](https://salisbury.md/apply)
2. Submit City Application, Cover Letter, and Resume

The City of Salisbury is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

Capital of the Eastern Shore

REQUIREMENTS / CERTIFICATION

City of Salisbury, MD

Classification Description

Classification Title: Utility Billing Clerk

Grade: 2

Department: Finance

FLSA Status: NE

Date: 7/15/2026

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

Duties and Responsibilities

Administration/Task Management: Holds self-accountable for assigned responsibilities; sees tasks through to completion in a timely manner.

- 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

Skills Proficiency/Technical Aptitude: Skillful in use of tools, hardware, software, and equipment.

- 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.

Leadership/Role Model: Acts a role model and peer leader among his teammates and colleagues.

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Stewardship/Resources: Safeguards equipment, supplies and materials.

- 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.

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

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Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback.
- **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:** Improves, designs, refines, finds and invents criteria to combine in order to resolve problems. This combines creative and critical thinking.
- **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.

Certificates, Licenses, Registrations, and Skills

- n/a

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.