# JOB DESCRIPTION

## UTILITY BILLING CLERK

| POSITION PROFILE | | | |
|---|---|---|---|
| **Department** | General Administration | **Reports To** | Business Manager and City Administrator |
| **Status** | Full-Time | **FLSA** | Non-Exempt |
| **Pay Range** | $22.00 per hour | **Supervisory Responsibility** | None |

### POSITION SUMMARY

*The Utility Billing Clerk is responsible for clerical and accounting work related to water/sewer billing, as well as general administrative support for the City of Fulton.*

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Prepare and load meter reading devices and files for monthly meter reading
- Establish, update, and terminate utility customer accounts; maintain accurate customer account and contact information.
- Prepare and distribute monthly utility bills, second notices, delinquency notices, and shut-off notices in accordance with City procedures.
- Receive and accurately process utility and other City payments by cash, check, and credit card.
- Review meter-reading files for irregular, unusual, or missing readings and refer potential issues to the Public Works Department for investigation and follow-up.
- Prepare and make daily bank deposits in accordance with City policy.
- Process miscellaneous City payments, including building permits, fines, park and facility rentals, and other fees.
- Provide courteous and professional customer service by answering general questions, assisting residents with routine inquiries, and directing questions or concerns to the appropriate City department or staff member.
- Answer and route incoming telephone calls and assist visitors at City Hall as needed.
- Receive, sort, distribute, and process incoming and outgoing mail.
- Maintain organized and accurate files, records, forms, and other administrative documents.
- Process Fulton Marina slip rentals, maintain related records, and assist marina customers with routine inquiries.
- Monitor office supply inventory, prepare supply orders, and maintain adequate office supplies and materials.
- Assist with general administrative and clerical duties for the City Administrator, Business Manager, Public Works Director, Police Department as assigned.
- Maintain confidentiality of customer, financial, personnel, and other sensitive City information.
  Perform other related duties and special projects as assigned.

# UTILITY BILLING CLERK

## DESIRED KNOWLEDGE, SKILLS & ABILITIES

- Excellent written and verbal communication skills
- Proficient in use of Microsoft Excel, Word, and Outlook
- Ability to work comfortably within deadlines and time constraints
- Ability to perform cashier duties accurately
- Knowledge of local government operations
- Strong organizational skills with the ability to multi-task

## REQUIRED EDUCATION AND EXPERIENCE

- High school diploma or GED
- Two years of general office experience

## WORK SCHEDULE & BENEFITS

| | | | |
|---|---|---|---|
| **Regular Schedule** | Mon – Thurs 7:30am – 5:00pm<br>Fri 7:30am – 12:00pm | **Union Status** | This is a union represented position covered by a collective bargaining unit. |

- Health / dental / vision insurance
- IMRF participation
- Paid holidays, vacation, personal, and sick time
- [Other applicable City benefits]

## EMPLOYMENT REQUIREMENTS

**Residency:** Employees must reside within 30 miles of Fulton.

**Equal Opportunity:** The City of Fulton is an equal opportunity employer and is committed to nondiscrimination in employment in accordance with applicable federal and state law.

**Background / Screening:** A background check may be required.

## JOB DESCRIPTION DISCLAIMER

This job description describes the general nature and level of work expected of an employee assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, qualifications, or working conditions. Duties and responsibilities may be modified as operational needs require.