



JOB TITLE: A/R Clerk
DEPARTMENT: Utility
REPORTS TO: City Clerk/Treasurer

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

SUMMARY OF JOB PURPOSE:

This position is responsible for answering all incoming calls, interacting with customers, collecting and processing payments received by mail, drop box, electronically or in person, reconciling receipts and generating daily deposits.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answers all incoming calls
- Collects payments for utility bills and post payments to customer's account
- Collects payments for water meter deposits, tap and impact fees
- Prepare work orders
- Reconciles receipts and generates daily deposit
- Monitor customer accounts for nonpayment and delayed payment and prepares the cut off list
- Posts returned payments and notify customer.
- Interacts directly with customers either by telephone, electronically or face to face
- Responds promptly to customer inquiries
- Handles and resolves customer complaints
- Track and audit petty cash
- Performs other duties as assigned

MINIMUM QUALIFICATIONS:

- Must be 18 years of age or older
- Have a High School Diploma or GED
- Be computer literate
- Have excellent people skills