

Job title: Administrative - Utility Clerk

Job location: City of Fritch, 104 N. Robey Ave., Fritch, TX 79036

Job type: Administrative

Compensation: Starting Hourly Wage: Dependent on qualifications

Job Classification

Job Category: Administrative

Job Description

To perform a variety of customer service and technical accounting work related to utility finances including setting up and transferring customer utility accounts; processing utility bills and other cash collections, assisting customers with inquiries regarding their utility accounts; providing customer service to the citizens of the City of Fritch and perform a variety of technical tasks relative to assigned area of responsibility.

Job Duties

Essential duties and responsibilities:

- Prepare and distribute work orders to respond to field service requests
- Prepare applications for new utility service and enter new deposits.
- Collect and record all payments received for utility accounts receivable, Municipal Court, permits and other departments and balance cash drawers.
- Respond to citizen inquiries and complaints; research any discrepancies; explain policies and procedures to citizens; prepare documentation for account adjustments.
- Verify payment of bills and current service status; document collections and payments; dispatch service connection and disconnection orders accordingly.
- Prepare and maintain a variety of letters and reports.
- Prepare daily (or as needed) deposit and arrange for delivery to bank.
- Assist with incoming mail; sorting and distribution
- Assist with outgoing mail

Other important duties and responsibilities:

- Perform related duties and responsibilities as required.

Job Requirements

Education, training, experience:

High school diploma or GED equivalent; and three or more years (preferred but not required) office related work or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job. PREFERRED - Work experience in a local government or a financial institution. INCODE experience is a huge plus. Basic principles and practices for accounting and financial record keeping and reporting. Possess basic level computer skills in the use of word processing, Excel, 10-key and data entry.

Necessary skills also include telephone, math, writing, and operating & balancing a cash drawer.

Ability to pay attention to detail, set priorities and manage time and work in a fast-paced environment.

Ability to communicate effectively both orally and written with internal and external customers.

Abilities:

Maintain accurate, up to date records.

Respond to requests and inquiries from the general public.

Accurately count, record and balance monies received.

Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Handle money and sensitive and confidential financial information.