

Municipal Billing Clerk

Job Description

Under the direction of the Borough Manager, this position is responsible for varied and specialized clerical duties, including moderately complex work methods. This position is highly customer service oriented. Effective oral and written skills are an essential part of daily routine.

The employee is required to perform a wide variety of specialized departmental duties which require the application of independent judgment and the interpretation of policies and regulations on the job. Decisions made are limited by established precedent and policy. The position requires light to medium physical effort and requires the ability to work under stressful situations.

Duties/Responsibilities

- *Responsible for completing all aspects of water and sewer billing, primary point of contact for billing related inquiries or complaints.*
- *Responsible for maintaining collections records, posting and all aspects of the lien process.*
- *Prepares, distributes and files letters, memos, reports, studies, charts, and other documents.*
- *Operates general office machines including copier, adding machine, fax, typewriter, and computers.*
- *Answers all incoming telephone calls.*
- *Receives, opens and distributes all mail.*
- *Accomplishes all utility billing and monitors delinquency rate.*
- *Maintains public relations by answering, responding to, and directing inquires.*
- *Assists in the preparation of agendas for Authority's meetings, prepare treasurer reports, attend meetings to record minutes and provide procedural advice.*
- *Communicate with the Authority's Engineer, Solicitor and Board Members.*
- *Compiling data and preparing correspondence, reports and other documentation.*
- *Issue Sewer compliance certification.*
- *Monitors for leaks within the system.*
- *Issues Tap Fee Calculations for new water connections.*

- *Maintain other records in accordance with a retention schedule of items such as advertising, bids, contracts, sewer line repairs, official actions and incidents.*
- *Ensures confidentiality and discretion on all work-related matters including sensitive Authority documents, business, administrative, collective bargaining and personnel matters.*
- *Maintains safe and clean working environment by complying with established procedures, rules and regulations.*
- *Ensures continuity of work by arriving both timely and consistently at work.*
- *Performs other duties as assigned or required.*

*** The above-mentioned duties are not intended to be all-inclusive, but to serve as a representative list of job responsibilities. ***

Physical Demands

The requirements described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform their essential functions.

- *Ability to see, hear, speak, use a phone, computer, copier and move up to 25 pounds from one location to another. The employee must be able to file, and type. Subject to sitting, standing, walking, bending and reaching.*
- *While performing this job, the employee is regularly required to sit for prolonged periods in front of a computer screen.*
- *Knowledge of general accounting principles.*
- *Ability to maintain written/computerized records.*
- *Ability to communicate orally and in written form duties, instructions, and/or demonstrations with supervisors and others.*
- *Ability to recognize details which will affect workflow.*
- *Ability to perform complex arithmetical computations and tabulations accurately and with reasonable speed.*
- *Skill in dealing tactfully and effectively with the public.*
- *Skill in comparing and checking numbers and letters for accuracy.*
- *Knowledge of business writing and grammar usage.*

Mental Demands

The employee must have the ability to read at a minimum of a high school level. In addition, the employee must be able to reason, solve problems while being

interrupted and provide oral and written communication to coworkers and residents.

Minimum Qualifications

High School Diploma or equivalent; AND two years' administrative support experience; OR an equivalent combination of education and experience desired.

Experience in Quickbooks and water billing desired.