

Crystal Falls Township Utility Billing Clerk / Deputy Clerk

Employment - Part Time, Monday through Thursday

Pay - Competitive pay, based on experience

Experience Required – General Office / Computer / Clerical Work experience preferred

Minimum Education – High School Diploma or equivalent. Open to further training.

The Utility Billing Clerk is responsible for a variety of duties from technical to clerical requiring the operation of a computer for a variety of functions to include utility billing and cashier. Work requires the exercise of discretion and is performed with considerable independence within established policies and procedures. The position processes utility bills, maintains accounts and assists the public. Must be capable of working in a fast-paced office along with the ability to multi-task. Additionally, the position may support the Clerk as the Deputy Clerk.

Job Duties

- Collect and process payments from customers over the counter, mail and online.
- Greet customers, answer phones and direct calls.
- Establish new customer accounts and set up billing records.
- Communicate with residents, customers, and employees' necessary information regarding service, complaints and concerns.
- Perform a variety of clerical duties.
- Communicate closely with departments and the public.
- Perform data input on cycle billings, meter changes and files maintenance.
- Balance daily cash report. Receives payments, balances cash drawer and customer payments, records and prints receipts digitally.
- Prepare monthly billing statements.
- Post penalties on utility billing system, calculate, print and prepare shut off notices for delinquent accounts.
- Prepare an assortment of reports and printouts.

Knowledge

- Must be able to work very well with the public.
- Requires good organizational skills and the ability to work independently along with multi-tasking.
- Knowledge of administrative and clerical procedures and systems such word processing, managing files and records, designing forms and other office procedures.
- Must be able to work on a computer. Knowledge of BS&A software is a plus!
- Active listening and critical thinking skills.
- Communicate clearly and effectively, both orally and in writing.
- Excellent organizational skills.

Email resume to treasurer@crystalfallstownship.org

or mail to P.O. Box 329, Crystal Falls, MI 49920

or drop off at 1384 West US Highway 2, Crystal Falls, MI 49920