

WATER/SEWER CLERK

Department: Office Administration

Job Description:

The Water/Sewer Clerk reports under the general direction of the Town Manager. This position requires someone with excellent customer service, computer, analytical, oral, and writing skills. The W/S Clerk has excellent math skills and is comfortable working in a fast-paced public environment.

Duties and Responsibilities:

- Maintains water/sewer utility accounts; operates telephone and directs calls and visitors to appropriate departments and provides clerical support for the Town Manager, and other departments as necessary.
- Responsible for water/sewer utility billing, including calculation of bills, preparation of prebilling estimates, printing and mailing all utility bills and running and distributing post-billing reports.
- Posts penalties on utility billing system, calculates, prints and prepares shut off notices.
- Creates new utility accounts and sets up billing records in computer and in files, handles complaints and answers customer questions on utility billing.
- Updates meter reads, prepares daily list for meter reader, prepares work orders for Public Works staff and dispatches staff to utility calls.
- Refers unusual readings to meter reader for rereading; maintains records of malfunctioning or broken meters and repairs made; contact customers to explain errors and to notify of repair work to be done.
- Receives payments, balances cash drawers and customer payments, writes receipts for various departments, and prepares daily bank deposits.
- Answers telephone and directs calls.
- Receives and directs visitors.
- Prepare quarterly usage and collection reports for Boonsboro-Keedysville Water Advisory Board and serve as the recording secretary at the Board's quarterly meetings.
- Provide customer service to ratepayers and Town residents.
- Perform other related duties as assigned by the Town Manager.

Knowledge, Skills and Abilities:

- Ability to deal tactfully and courteously with the public and communicate effectively with customers, other employees, supervisors and the general public both in person and by telephone.
- Knowledge of computer hardware and software, including word processing, data processing Software and the Internet.
- Must be proficient in Word and Excel.
- Ability to prepare and maintain accurate records.
- Ability to maintain confidentiality.
- Ability to use independent judgment in interpreting and enforcing policies and procedures.
- Ability to use discretion and judgment in carrying out administrative details. Ability to work independently.

➤ Ability to establish and maintain effective working relationships.

Education and Experience:

High school graduate with excellent clerical, math and computer skills, the ability to dictate and transcribe meeting minutes effectively, ability to organize work, establish priorities and complete assigned duties with minimal supervision, ability develop and maintain effective working relationships with co-workers and the general public. Discretion and good judgment in working with sensitive information and confidential employee matters a must. Experience in utility billing preferred, bookkeeping/accounting and personal computers, including but not limited to a working knowledge of Microsoft Word and Excel.

Pay Range: \$15.89 - \$20.66