**Utility Billing Clerk**

**Description**

**JOB SUMMARY:**

The Village of Surfside Beach is seeking a highly ethical, highly motivated individual to serve as a Utility Billing Clerk for the City. Under the direction of the City Secretary, answers water account receivable questions and other water related issues. Provides basic office clerical and administrative support functions for City staff and assist the customer service representative with the general public. The successful applicant is required to work well with other Department Heads, the City Council, and the City Secretary and to be responsive to the public.

**PRIMARY DUTY**

1. Receives payment from citizens and post to accounts; balance cash drawer; collects envelopes from night drop and posts into computer.
2. Open new accounts, close existing accounts, and customer complaints due to water billing.
3. Answers incoming telephone calls and directs the caller to the correct person or work group or takes and relays messages as appropriate.
4. Provide a variety of duties involved in providing technical assistance and support of the City’s professional planning needs.
5. Supports the relationship between the Village of Surfside Beach and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors and City staff; maintains confidentiality of work-related issues and City information.
6. Assist Public Works Director with incoming calls due to leaks and overflows within the city.
7. Create and close work orders for meter techs.
8. Liaison for the City’s trash company.
9. Ability to multi-task, work independently and cooperate in a small office setting.
10. Performs various clerical duties and other duties as required or assigned.
11. Lifts boxes weighing up to 25 pounds

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Cash handling and credit card payment procedures with the ability to assist in the preparation of comprehensive reports.
2. Two years of customer service with the ability to communicate effectively verbally and in writing.
3. Ability to establish and maintain effective working relationships with employees, city officials and the public.
4. Two years of clerical and accounts receivable experience.
5. Data entry and typing.
6. Must have average knowledge of fundamental mathematical skills and 10 key by touch.
7. Knowledge of Microsoft Word, Excel, Outlook, PowerPoint, and website design.
8. Knowledge of operating fax and other office related equipment.

**MINIMUM REQUIREMENTS FOR POSITION**

1. High School Diploma or GED
2. Valid Class C Texas State Driver’s license

**BENEFITS:** The Village of Surfside Beach provides exceptional medical coverage - employer paid health, dental, vision, life/ADD, and with TMRS participation at 2/1 @ 7%. Employees are vested after 5 years. Vacation accrual and holiday leave are provided in accordance with current Personnel Policy and FLSA

**Job Information**

* **Job ID: 10092024**
* **Location:** Surfside Beach, Texas, United States
* **Position Title:** Utility Billing Clerk
* **Company Name: The Village of Surfside Beach**
* **Job Type:** Full-Time
* **Salary:** $15.00 Hourly

**APPLICATION DEADLINE:**  Open until filled.  Applications are available at City Hall, 1304 Monument Drive Surfside Beach Texas 77541 or online at <https://www.surfsidetx.org>. Completed application can be submitted in person or by mail.

Attn: Janet Solis 1304 Monument Drive Surfside Beach TX 77541. Random drug testing; EOE. **Email:** cc@surfsidetx.org