

Woodfin Sanitary Water and Sewer District
Position Classification System: Billing Clerk

General Description:

Under the direction of the Finance Officer, performs skilled office work accepting, processing, and remitting District payments and providing assistance and information to the general public.

Features of this Position:

An employee in this position performs skilled clerical work associated with the recording and billing of water consumption within the District. Work involves entering and verifying water consumption records, preparing consumption billing materials, accepting and processing payments, assisting the general public, and assisting the Finance Officer with associated clerical assignments, and other responsibilities as may be designated by the District Director. An employee in this classification is responsible for ensuring proper recordkeeping techniques are observed and accounting principals are achieved in accordance with generally accepted accounting principles. An employee in this position must be able to exercise a moderate amount of independent judgment in the performance of duties and maintain a high degree of accuracy in all recordkeeping functions. Work is performed in both solitary conditions and close proximity with other employees and in highly visible public areas.

Essential Job Functions:

- Performs clerical work associated with recording and billing of water consumption.
- Provides general assistance and guidance to the public.
- Answer telephone calls and direct inquiries to the proper channels.
- Assists the Finance Officer with billing, collections, deposits, and other accounting duties as necessary.
- Accepts and processes payments for water services and other District billing collection efforts.

Additional Job Functions:

- Assists with the District's annual audit procedure.
- Assists District Director with administrative functions as required.
- Assists in general housekeeping and other office functions.
- Performs other duties as may be assigned by the District Director.

Necessary Knowledge, Skills and Abilities:

- Knowledge of the operating principles and practices associated with accounting and revenue collections in a municipal setting.
- Knowledge of local, state and federal rules and regulations that govern the fiscal operations of a government entity.
- Knowledge of procedures and methodology involved in the process of a financial audit of the District.
- Ability to maintain a high level of accuracy with regards to data entry and processing.

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- Ability to operate and understand computer functions and software related to the duties associated with the position.
- Ability to maintain a high level of confidentiality and integrity with regards to customer records and financial material.
- Ability to operate office equipment associated with this position.
- Ability to pleasantly and effectively interact with the public on a daily basis.
- Ability to communicate effectively orally and in writing.
- Ability to maintain an acceptable public relations image.

Acceptable Experience and Training:

A high school diploma or Graduate Equivalency Degree and a minimum of: one year of experience in customer service and/or data entry operations and an Associate's degree from an accredited institution OR a minimum of two years experience in customer service and/or data entry operations; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities to perform the essential job functions of this position.

Additional Requirements:

An employee of this class must be able and willing to be bonded and insured.

Other Assignments:

From time to time an employee in this position may be assigned other duties outside of the normal scope of responsibilities listed within this position classification description. This job description is not intended to be an all-inclusive list of responsibilities assigned to this position and should not be interpreted as such. Assignments outside the scope of this description are to be considered temporary in nature and should not be construed as a demotion or significant alteration of normal job duties unless otherwise communicated to the employee by the District.

Working Environment:

Employees in this position experience infrequent exposure to the elements and adverse conditions during the normal course of duties. Employees may be exposed to or work in the vicinity of chemicals, dust, and other materials that require proper safety precautions. Employees in this position may be subject to working hours beyond that of normal scope and may be required to report for duty under emergency conditions.

Physical Requirements:

Physical efforts in this position are minimal and involve standing, sitting, reaching and walking, and lifting of up to 25 lbs. Dexterity in the use of fingers and limbs is required for this position. Extended periods of sitting and standing is experienced in this position. Employees in this position must possess adequate hand-eye coordination and sensory perception abilities. Extended use of computer keyboards and monitors is experienced in this position.

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Tools and Equipment:

Employees may be exposed to: motorized vehicles, office equipment, computer keyboards, hand tools, and other motorized and non-motorized equipment during the course of duties in this position.