

City of Richland - Job Description

Public Works Department - Billing Clerk

Purpose of Position

To collect water payments and to assist in customer relations.

Major Duties and Responsibilities

Assist in maintaining billing records

Assist in performing billing monthly

Assist in preparing meter software for monthly meter reading

Assist in preparing monthly drafts

Assist in customer pricing

Make decisions on adjustments

Input work orders

Complete work orders

Job Context

The Billing Clerk is a full-time position in the Water Department. The immediate supervisor for this position is the Office Manager. The person in this position is supervised on a weekly basis. The Billing Clerk works regular hours year-round from 8-5 Monday thru Friday, with occasional overtime when workload demands it. 100% of the work for this position is indoors.

The person in this position should have a high school diploma or its equivalent. The stress level associated with this position is average. Physical work involved with this position includes, but not limited to, walking, bending, climbing stairs, lifting paper and sitting in a chair.

Knowledge, Skills and Abilities

Knowledge:

- Billing system
- Safety manual
- Rates and Ordinances
- Proper grammar and use of English in speaking and writing
- City of Richland Safety Manual standards and regulations concerning employee safety
- Federal and state statutes concerning the work of the department
- Mathematical skills, including addition, subtraction, division and multiplication

Skills and Abilities:

- Work as a team member with other employees
- Ability to supervise other departmental employees
- Assign work responsibilities
- Ensure all safety procedures are followed
- Assist with department planning
- Communicate effectively with residents and other City employees, both oral and written
- Maintain confidentiality
- Work autonomously when necessary
- Handle multiple tasks simultaneously with frequent interruptions
- Deal with others in a professional manner
- Maintain professional composure in heated situations
- Follow departmental and City procedures