



Date Opened: July 5, 2023 **Date Closed:** UNTIL FILLED
Position: Billing Office Assistant **Agency:** Water / Wastewater

Minimum Qualifications:

High school diploma or general education degree (GED); and one (1) to three (3) years' related experience and/or training; or equivalent combination of education and experience.

Additional Qualifications (Agency/Dept. Qualifications):

Notary Public*

*May acquire after hire and obtained prior to the end of the probationary period.

Hours: Full-Time, 8:30 a.m. – 4:00 p.m. (35 Hr Week) **Salary:** \$17.71 per hour

Summary:

Provides customer service and administrative/clerical support for the Water/Wastewater Department.

Duties:

- Demonstrates regular and predictable attendance.
- Promotes and maintains positive and effective working relationships and promotes good public relationships as a representative of Licking County Government.
- Greets and screens persons entering the Water/Wastewater Department; receives and screens incoming departmental phone calls (e.g., responds to routine inquiries, provides final bill quotes, prepares and processes completed work orders, forwards calls to appropriate party, takes messages, etc.); receives, screens and forwards information submitted to department to appropriate individuals.
- Calculates and prepares customer billings on computer; receives and processes mail; ensures account updates.
- Prepares delinquency letters, issues shut-off notices, follows up on over-due payments and assesses penalties.
- Responds to routine customer billing or service inquiries. Advises Director of potential problems and concerns and refers issues of a non-routine nature.
- Prepares daily deposits. Balances and reconciles cash box. Makes deposits to financial institution. Prepares monthly reports (pay-in, bank reconciliation, trial balance, and GAP).
- Prepares/calculates monthly commercial and residential meter sheets, water/sewer bills, account shut-offs, and certifies delinquencies. Maintains rate schedules. Responsible for billing software problem resolution.
- Assists Director in developing administrative and departmental standards for operation of billing in accordance with government rules and regulations (e.g., Ohio Revised Code, bond agreements) in order to ensure timely distribution of bills, payment processing, bank deposit, and revenue verification.
- Reviews deposits into the bank account(s), including balances, reconciles, and monthly pay-outs.
- Ensures accurate preparation of customer payments and receipts.
- Responds and attempts to resolve routine public complaints. Advises and refers to Administrator or Director as necessary.
- Maintains billing records in accordance with record retention schedule.
- Meets all job safety requirements and all applicable PERRP safety standards that pertain to the essential functions of the position and all agency safety procedures.
- Remains informed of current developments and procedures pertinent to duties; may be required to attend seminars/training.

Application Procedures: Submit completed application, resume and cover letter to the Licking County Human Resources Department, 20 South Second Street, 3rd Floor, Newark, Ohio 43055. Applications can be obtained in person in the Human Resources Department between 8:00 a.m. and 4:30 p.m. daily or printed from the web site at www.lcounty.com. Successful candidates will be subject to Licking County's pre-employment drug screen and background check.

Licking County is an Equal Opportunity Employer.