

Job Description: Water Clerk / Receptionist

Department: Water Utility Department

Type: Full-Time, Entry level

Location: Town of Benton, 105 Sibley Street, Benton

Full Benefits Package, Paid Holidays, Vacation, and Sick.

Position Summary

The Water Clerk is a vital member of the Water Utility Department, responsible for processing utility payments, maintaining customer accounts, and providing front-line customer service.

Essential Duties and Responsibilities

Water Utility Department (Primary Duties)

- Daily Operations
- Reconcile previous day's payments in the Utility Management System
- Prepare daily deposits, post payments, and balance the cash box.
- Respond to voicemails, emails, and in-person customer inquiries.
- Process new service applications and work orders.
- Scan and file water-related documents.
- Support the Billing Clerk with special tasks or projects.
- Assist in monthly utility billing, reporting, and final bill collections.

Must be proficient in Microsoft Word and Excel

Excellent Computer Skills

Excellent writing skills

Customer Service experience