

# VILLAGE OF LYNDON STATION

## UTILITY CLERK

**General Description:** This position acts as the main contact for Utility customers that arrive at the customer service desk or call over the phone about billing inquiries. This position maintains utility records including utility billing, meter reading and sales. Responsible for all the utilities accounts payables/receivable and budget as well as a variety of customer service activities of the Utility.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but other duties may be assigned:

- Preparation of billing files.
- Prepares handheld meter reading collectors on a monthly basis.
- Tracks meter records and meter change outs.
- Credit Control Processes
- Monitors customer deposits and refunds.
- Processes customer ACH payments ☑ Sets up new customers.
- Processes budget billing.
- Notifies customers of above average water and electric usages.
- Processes credits to customer accounts for water interruptions.
- Prepares water adjustments.
- Is crossed trained by the Accounting Clerk to assist with accounting and payroll functions.

**QUALIFICATION REQUIREMENTS:** The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to prioritize tasks and assignments to meet deadlines.
- Considerable skill in interpreting and evaluating difficult customer service problems.
- Considerable knowledge and use of computerized accounting systems. Workhorse software is preferred but not required.
- Good skill in dealing with the general public and other contacts in a courteous and tactful manner.
- Advanced knowledge and experience with personal computers including knowledge of Microsoft Office Suite applications, email systems and integrated financial software systems.
- Ability to communicate effectively, orally and in writing.
- Must be detail-oriented and accurate in the performance of job responsibilities.

**CERTIFICATES, LICENSES, AND SPECIAL REQUIREMENTS:**

- Valid Wisconsin driver's license.
- Requires strong communication skills.
- Minimum requirements include completion of high school diploma or GED or a combination of training and experience which provides the following knowledge, skills, and abilities.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Describes the physical demands required to perform the essential functions of the job and the work environment that the employee will encounter.

- The employee is required to work on general office equipment.
- The employee may occasionally lift and/or move office files and objects up to 25 pounds.
- Work is often indoors in an office environment, but employee may need to meet with business associates, clients, or customers in the field or at other locations.