

Utility Billing Clerk

Customer Service:

- Answer and transfer incoming phone calls to the appropriate person or department, handle customer inquiries about bills, rates, and service issues.

Account Management:

- To process billing account information for the Village of Jeffersonville utility services. Process received payments, and issue receipts, enter all data for payments, i.e., new accounts, finals, adjustments, meter readings, establish new accounts, finalize accounts, service requests, service charges, prepare work orders, adjustments & corrections and update customer records. Monitors meter reads. Track services provided, and verify proper billing for services. Respond to billing questions, requests for information, and complaints. Update and track a variety of electronic and paper files, records, reports, and related documents. Document actions taken on customer's account. Coordinate with VA to connect/disconnect utility hookups. Balance cash drawer. Pickup & distribute mail. Assist with Audit as it refers to Utility Billing. Listen/type council minutes. Assist FO & VA with daily duties as assigned. Perform all other duties as assigned.

Problem-Solving:

- Act as a liaison between customers and the utility, resolve billing or service issues.