



### Job Description

**Position:** Administrative Assistant /Utility Billing Clerk

**Status:** Full-Time

**Up to Starting Salary:** \$ 45,760

**Benefits:** Health Insurance

**FRS Eligible:** Yes

**Work Week:** 10 hours/40 WK

Administrative Assistant/Utility Billing Clerk: This clerical and customer relations position responds to citizens' inquiries and concerns about utility billing and accounts. The position is also the first contact for phone calls and walk-ins. This position requires an organized person who will work with limited supervision, perform various accounting functions and accounts payable, and prepare reconciliations for various ledger accounts.

The Finance Director and Town Manager supervise the position. This position works directly with the Town Clerk, Town Permitting official, and Finance Director.

### DUTIES AND RESPONSIBILITIES:

*(This list is not comprehensive but indicates duties and responsibilities, which may be redefined according to operational needs.)*

- Greet and welcome customers, answer phone inquiries, and respond to mail inquiries.
- Process monthly billings and payments, process cut-offs and requests for new service.
- Do monthly reports, i.e., monthly water reports, unaccounted water reports, and other reports as necessary.
- Handle all aspects of the city's water, sewer, and trash services.
- Sets up new utility accounts; updates account information; records all past and present customers.
- Provides general information regarding services, rates, and discrepancies to customers and potential customers.
- Primary receptionist for the town hall at the counter and the telephone. Assist in answering customer questions, taking messages for other departments, and/or directing the public to the proper department.
- Works with our utility providers to report on needed streetlight repairs.
- Assist contractors in filling out building permit applications and answering general questions regarding application submittals.
- Process and maintain work orders assigned to public works.
- Assist at the library counter as needed, checking books in and out and answering questions.

### **MINIMUM SKILL REQUIREMENTS:**

- Must be a United States citizen, at least 18 years of age, a high school graduate or GED, and 30 hours of college preferred but not required.
- Two years of excellent customer service experience in cashiering, money handling, and/or billing-related experience.
- Notary public or the ability to obtain it within the first six months of employment.
- Valid Florida Driver's License and clean criminal history.
- Must possess the mobility, vision, hearing, and dexterity levels appropriate to work in a standard office setting and use standard office equipment.
- Must be a customer service-focused individual and enjoy working in a fast-paced environment.
- Must be available to work 10-hour shifts, Monday through Thursday, or as directed.
- Must be skilled in general office procedures, cash handling, typing, and computer skills in working with Microsoft Word, Excel, and Internet search tools
- Must be highly organized and be able to maintain confidentiality.