

City of Little Falls

UTILITY BILLING CLERK

The City of Little Falls is accepting applications for a Utility Billing Clerk. This Union position serves the general public as a first point of contact for resident and customer inquiries related to City business. The Utility Billing clerk will perform utility billings, receive payments, process utility notices, final billings, prepare accounts receivable records, and coordinate garbage, recycling and leaf pick up events. This position will also serve as the backup to the City's Accounting Clerk. Employees interested in this position may apply by printing an application off the City's website at www.cityoflittlefalls.com or picking up an application, completing and returning the application to City Hall no later than 5:00 p.m., Friday, June 21, 2019. Minimum requirements include, but are not limited to, two (2) years of bookkeeping, accounting, and/or general office experience; considerable experience with providing customer service and interacting with the general public; and possession of or the ability to obtain a valid State of Minnesota driver's license. Starting pay for this position per the Labor Agreement is \$23.05 per hour.



Position Description
UTILITY BILLING CLERK

PURPOSE, SCOPE AND WORKING RELATIONSHIPS:

The Utility Billing Clerk serves the general public as a first point of contact for resident and customer inquiries related to City business. Under limited supervision, this position will lead the utility billing process and serve as the backup to the City's Accounting Clerk.

Reports to: Finance Officer

Supervision: None

DUTIES AND RESPONSIBILITIES:

Primary Duties

- Interacts with the general public over the phone, through email, and face-to-face and handles inquiry requests in an appropriate and timely manner.
- Receives utility payments, handles receipts, and applications for permits.
- Performs utility billings; updates utility bill receipts, processes late notices, final billings, collections of delinquent accounts and shut-offs.
- Maintains up-to-date files for utility accounts, shut-offs, turn-ons, new meters, meter repairs, and new accounts.
- Coordinates the garbage and recycling program with private haulers and residents along with spring and falls leaf pick up events. Provides for customer education and timely pick up of materials.
- Prepare reports for water/waste departments as requested.
- Prepares and maintains accounts receivable billing and collection records.
- Participates in accounting functions, including computer input, audit, budget, and reports.
- Prepares memos, reports, and other correspondence for City Departments as directed.
- Other duties as assigned.

Secondary Duties

- Assists in the preparation and reconciliation of bank deposits.
- Assist in balancing and maintaining accounts payable records.
- Assist in tracking and monitoring various loans and leases; verifies postings; notifies the Finance Officer of delinquent accounts; sends annual notices for airport rentals.
- Assist with processing payments and keeping record of restaurant/lodging taxes; issues collection letters.
- Assist with rental housing licenses and maintaining data base.
- Assist with special assessment searches and releases.
- Assist with assessment rolls for improvement projects under consideration.
- Assist with the certification process for the collection of assessments on property taxes.

KNOWLEDGE, SKILLS AND ABILITIES:

- Provide assistance and technical support to the general public.
- Ability to interpret policies, procedures, rules and regulations.
- Ability to practice effective bookkeeping and accounting principles.
- Knowledgeable with reconciling reports and analyzing data.
- Ability to understand and carry out moderately complex oral and written instructions and to develop effective working procedures.
- Ability to effectively prioritize and perform multiple work assignments in a timely manner with continuous interruptions.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of basic computer operation and various software applications including Microsoft Outlook, Word, and Excel.
- Ability to establish and maintain effective working relationships with superiors, co-workers, and contractors.

MINIMUM REQUIREMENTS:

- High School Diploma or equivalent.
- Possession of or the ability to obtain a valid State of Minnesota driver's license.
- Two (2) years of bookkeeping, accounting, and/or general office experience.
- Considerable experience with providing customer service and interacting with the general public.

PREFERRED QUALIFICATIONS:

- Previous experience working in city government and/or the public sector.
- Experience in Utility Billing preferred, but not required.