

City of Marengo

Position Description

Job Title: Utility Billing Clerk
Department: Water/Sewer
Classification: Full-time/Hourly
Pay Grade: Class II
Position Reports to: Finance/HR Director

General Purpose and Description:

This position is responsible for the day to day tracking, billing, and general record maintenance of all utilities the City is responsible for providing.

Supervision Received:

Works under the immediate supervision and direction of the Finance/HR Director and may receive occasional direction from the City Administrator and Director of Public Works.

Essential Duties and Responsibilities

- Answer incoming calls and route callers or provide information as needed
- Receives and tracks all utility payments including mailing monthly bills, assessing late penalties and tracking all payments in the utility billing system
- Maintains records concerning payments, shut-offs, installations and other related utility functions
- Receives and records any fees, fines or other utility payments
- Maintains status as a notary
- Performs daily cash balances as related to utilities
- Assists the Water Department with scheduling notifications for installations, repairs, final readings, etc.
- Serves as the primary point of contact for all utility bill-related inquiries
- Performs all front desk and other duties as assigned
- Complies with all written safety rules and regulations of the Department and City

Minimum Qualifications

- 1) High school graduate or equivalent GED
- 2) Any certifications necessary as required by law or ordinance to perform functions
- 3) Utility billing experience strongly preferred but not required
- 4) Any equivalent combination of education and experience

Necessary Knowledge, Skills and Abilities

- 1) Ability to interact professionally and courteously with residents;
- 2) Ability to maintain effective working relationships with other employees;
- 3) Ability to communicate effectively;
- 4) Ability to use computers and various software applications;
- 5) Understand, read, write and speak English;
- 6) Capable of reading and understanding all applications, permits, handbooks and other materials related to the Department functions.

Tools and Equipment Used

Telephone, personal computer including spreadsheets and email software, copy machine, facsimile machine, postage machine, calculator, digital camera, ruler / scale. Basic knowledge of all utility billing software is ideal.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk or stand; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Work is performed mostly in an office setting, but the position may also require the employee to drive, to perform field observation and to gather information and materials off-premises. The office setting has from time to time multiple interruptions. Noise levels are moderate with communications.

Selection Guidelines:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

JOB POSTING

The City of Marengo (pop. 7,648), a progressive community located in southwest McHenry County, is seeking qualified applicants for the position of Utility Clerk – Water/Sewer Department. This is a full time, hourly position. Salary: \$19.54 - \$25.53 per hour

This position is responsible for the day-to-day tracking, billing, and general record maintenance of all utilities the City is responsible for providing.

Minimum qualifications include a high school diploma or GED equivalent, experience in utility billing is preferred but not required. Individual needs to have excellent communication skills, and the ability to work well with others, and promote team environments. For a complete job description please visit www.cityofmarengo.com. The City of Marengo is an equal-opportunity employer. Applications are due to Marengo City Hall, 132 East Prairie Street, Marengo, IL by 4:30 pm February 6, 2023 or can be emailed to resume@cityofmarengo.com.