

Henderson County Water District

Title of Position: Billing Clerk

Department: Henderson County Water District

Date Reviewed: September 26, 2013

Scope of Responsibilities: The Billing Clerk is responsible for loading of either handheld or the computer program to read meters monthly. This position is also responsible for retrieving and entering credit card payments received online, running checks and keeping up with monthly and delinquents billing. This position will also back up the Customer Service Representative in having contact with customers either in person, or on the telephone. The Billing Clerk is responsible for collecting and properly entering payments from customers, record keeping and working in conjunction with/ and coordinating with other office staff to create and/or keep customer's bills up to date.

General Duties and Responsibilities: Duties consist of maintaining meter reading records, bill processing, speaking with customers, and processing credit card payments from customers. Balancing cash drawer, contacting customers about issues with bills, ensuring customer accounts are up to date while interacting with customers

Desirable Knowledge, Abilities, and Skills: The Billing Clerk should demonstrate the ability to interact with customers, have excellent customer service skills, attention to detail, ability to multitask, be self-motivated. Cash handling experience and or/ accounts receivable experience as well as knowledge of Microsoft Quick Books, Excel and Word are desired.

Desirable Education/Qualification: Desirable education and/or qualifications include ; high school diploma/ GED. A valid driver's license. Ability to work independently with varying amounts of supervision. Must pass drug test and background check.

Physical Demand: Generally, this job does not require manual labor. However, Billing Clerk's need the ability to lift up to 25 lbs., 20/20 vision or correctable to 20/20, ability to speak and understand conversations with customers via telephone or the drive thru speaker system and to, sit, stand, and walk through the office multiple times in a day's time.

Work Environment: Generally, office environment with walking between different parts of the office at times.