



Job Vacancy

CUSTOMER ACCOUNT CLERK Utility Billing Department

Job Description Under general supervision, accepts and posts utility bill and miscellaneous payments in a prompt and accurate manner. Receives and processes utility customer inquiries and complaints. Performs other utility billing, clerical, or bookkeeping duties as required. Reports to the Utility Billing Manager and receives guidance regarding day to day activities from the Utility Billing Manager or Finance Director.

- Accepts, processes posts and receipts customer water, sewer, solid waste and other payments from the counter, via the mail and from the payments drop box to the computer collection system. Collects, receipts and processes service deposits and other fees.
- Runs payment reports, balances collections, and submits reports and collections for deposit preparation daily.
- Assists customers both in person and on the telephone responding to customer inquiries and complaints regarding such matters as water consumption, water pressure, meter readings, and water leaks.
- Processes water service connections, disconnections, and transfers. Initiates computerized service orders to the Public Works Department in response to customer inquiries and reports and conducts follow up with customers upon notification of service order completion.
- Receives and processes requests for new customer accounts; obtains and maintains customer information; informs customers of department procedures and rules; establishes and maintains customer files.
- Interacts with customers regarding adjustment requests, obtaining necessary documentation, calculating appropriate adjustments and submitting same for approval, and posting.
- Exercises judgment in distinguishing between routine and non-routine customer issues and the demeanor of customers in determining when to involve or suggest involvement in or takeover of a customer issue by the Utility Billing Manager or other finance supervisory personnel.
- Performs general administrative/office duties, such as processing mail, typing, entering computer data, copying, filing, and faxing information. Operates a variety of equipment such as a computer, printer, two-way radio, fax machine, copier, calculator, telephone.
- A Customer Account Clerk has frequent contact with the general public for the purpose of providing information and resolving problems which may, at times, be confrontational in nature, requiring patient explanation of the City's practices and resolution of conflict in a manner consistent with the City's customer service values.
- Performs related duties as required.

Desirable Education and Experience Requires completion of an Associate's degree supplemented by one to two years data processing and cash handling experience, or equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.

Application for Position: Application for Position: Applicants interested in this job opportunity may apply online at www.lancastercitysc.com (Employment Tab) or at the One Stop Career Center located at 705 North White Street, Lancaster, SC. This position is open until filled. EOE.

Position May be Subject to the Following Background Checks Credit Check, Criminal History, Driving History, Drug Test, Medical/Physical

Pay Grade	Pay Range	
206	\$15.33 – 19.16	