

**CITY OF CHEBOYGAN**

**Job Description**

**UTILITY BILLING CLERK/TYPIST**

**Effective Date: November 1, 2019**

**Supervised by:**

Work is performed under the supervision of the Clerk/Treasurer or other designated manager of the City.

**General Summary:**

The utility billing clerk is responsible for clerical and accounting work performed in the municipal utilities portion of the Treasurer's Office. The team member occupying this position is responsible for assisting with maintenance of the City's utility billing records and accounts, cash receipting and customer service.

**Essential Job Functions:**

Duties include, but are not limited to:

- Assist with maintenance of utility records for the city's sewer and water utilities.
- Post and/or download readings into the computer and make changes as necessary to correct accounts.
- Perform data input on cycle billing, meter changes, and file maintenance.
- Establish new customer accounts.
- Make courtesy phone calls to customers for abnormal meter readings or other customer questions or concerns.
- Communicate with citizens and other City employees the necessary information regarding service, complaints, and other concerns.
- Track and maintain current leases for utility billing and tax purposes.
- Process utility billings.
- Perform a variety of clerical duties when requested by supervisor.
- Assist Treasurer with payroll processing.
- Serve as backup for front desk.
- Position may be deputized at the discretion of the Clerk/Treasurer.

**Qualification Requirements:**

- Reasonable knowledge of typical administrative practices and processes associated with local government offices or functions, or possess ability to acquire and put such knowledge into practice.
- Reasonable knowledge of basic computer programs such as Microsoft Office.
- Experience with BS&A software is beneficial but not required.
- Ability to maintain a pleasant and courteous demeanor working in a fast past environment.

- Ability to work effectively with other employees.
- Ability to understand and follow oral and written instruction.
- Ability to communicate effectively with all levels of management, City officials, other employees, and the general public.
- Ability to organize, prioritize, and carry out office work with minimal supervision.

**Education and Experience:**

- High School diploma/GED required.
- Education requirements include an Associate's degree or equivalent in public or business administration, or related field.
- Two (2) years of experience in administrative work preferably in a utilities department or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Work is confined mainly to an office setting.
- Must be able to sit or stand for long periods answering phones, performing keyboarding, computer work, filing, copying and other administrative work.
- Must be able to lift approximately 15 pounds.

The City of Cheboygan is an Equal Opportunity Employer.

Applications and resumes can be sent by December 9, 2019 to:

Bridget E. Brown  
403 N Huron St.  
PO Box 39  
Cheboygan, MI 49721