

Grand Water & Sewer Service Agency

Job Description

9/5/2024

Title: Billing Clerk

Effective: 09/05/2024

Under the general supervision of the Agency Manager, performs a variety of billing, clerical and public contact work for the Agency and three special districts.

Typical Duties (Duties are illustrative and not inclusive. Individual assignments may vary.)

- Serves as first point of contact for the GWSSA office, greeting members of the public and employees, answering phone calls and assisting with general questions, problems and complaints.
- Responsible for various water, irrigation and sewer billing and collection processes.
- Maintains customer records and database.
- Receive payments and prepare bank deposits.
- Prepare and enter meter readings and service orders.
- Notarize GWSSA customer agreements.
- Daily data entry of Operations staff time cards into database.
- Generates and ensures completion of preventative maintenance work orders.
- General office duties including: filing, copying, mailers and routine correspondence.
- Attend Board meetings and record meeting minutes in the absence of the Operations Assistant
- Assist Bookkeeper with task as needed.
- Acquire and maintain an Appointed Records Officer (ARO) Certification from the State Of Utah and maintain records retention and destruction and appropriate logs per Utah guidelines.
- Other duties as required.

Working Conditions: The Billing Clerk generally works in a safe, climate controlled environment. Tasks may occasionally entail muscular strain, including walking, standing, stooping, sitting, reaching and lifting. Talking, hearing and seeing are essential to performing job requirements. Common eye, hand and finger dexterity is required for most essential functions.

Knowledge and Skills: Knowledge of the procedures, equipment, and materials required for effective office operation. Ability to communicate effectively both verbally and in writing. Working knowledge of Microsoft Office Suite of products. Ability to follow written and oral instructions. Physical ability to perform required work assignments. Ability to follow established protocols and programs. Maintain effective working relationships with other employees and interact with the public in a polite and professional manner.

Education and Experience: High School diploma or equivalent plus two (2) years of specialized course work in general business and/or office procedures OR an equivalent combination of education and experience. Must obtain a Utah Notary license within thirty (30) days of hire. Must be bondable. Must be willing to travel and attend training courses as required.