

Utility Billing Clerk

JOB SUMMARY:

The Village of Surfside Beach is seeking a highly ethical, highly motivated individual to serve as a Utility Billing Clerk for the City. Under the direction of the Utility Director, answers water account receivable questions and other water related issues. Provides basic office clerical and administrative support functions for City staff and assists the customer service representative with the general public. The successful applicant is required to work well with other Department Heads, the City Council, and the City Secretary and to be responsive to the public.

PRIMARY DUTY

1. Receives payment from citizens and posts to accounts; balance cash drawer; collects envelopes from night drop and posts into computer.
2. Manage open and close accounts and manage delinquent accounts, including generating late notices.
3. Resolve billing discrepancies and complaints promptly and professionally.
4. Answers incoming telephone calls and directs the caller to the correct person or work group or takes and relays messages as appropriate.
5. Maintain accurate and up-to-date records of all utility billing transactions.
6. Prepare monthly and annual reports related to utility billing and collections.
7. Assist in the preparation of financial reports and audits as required.
8. Provide a variety of duties involved in providing technical assistance and support of the City's professional planning needs.
9. Assist Utility Director with incoming calls due to leaks and overflows within the city.
10. Liaison for the City's trash company.
11. Ability to multi-task, work independently and cooperate in a small office setting.
12. Perform general clerical duties including data entry, filing, and document management.
13. Assist in the preparation and distribution of correspondence related to utility billing.
14. Support other City functions as needed.
15. Work closely with other departments to issue work orders, share information about known or anticipated outages, ensure billing accuracy, and resolve any discrepancies.
16. Lifts boxes weighing up to 25 pounds.
17. Ensure compliance with city ordinances, policies, and procedures related to utility billing.
18. Stay informed about changes in regulations and best practices related to utility billing and customer service.
19. Perform all other duties and special projects, as required.

KNOWLEDGE, SKILLS AND ABILITIES

1. Cash handling and credit card payment procedures with the ability to assist in the preparation of comprehensive reports.
2. Two years of customer service with the ability to communicate effectively verbally and in writing.
3. Ability to establish and maintain effective working relationships with employees, city officials and the public.
4. Two years of clerical and daily deposits experience.
5. Data entry and typing.
6. Must have average knowledge of fundamental mathematical skills and 10 keys by touch.
7. Knowledge of Microsoft Word, Excel, Outlook, PowerPoint, and website design.
8. Knowledge of fax operating and other office related equipment.

MINIMUM REQUIREMENTS FOR POSITION

1. High School Diploma or GED
2. Valid Class C Texas State Driver's license

BENEFITS: The Village of Surfside Beach provides exceptional medical coverage - employer paid health, dental, vision, life/ADD, and with TMRS participation at 2/1 @ 8%. Employees are vested after 5 years. Vacation accrual and holiday leave are provided in accordance with current Personnel Policy and FLSA.

Job Information

- **Job ID:** 20260421
- **Location:** Surfside Beach, Texas, United States
- **Position Title:** Utility Billing Clerk
- **Company Name:** The Village of Surfside Beach
- **Job Type:** Full-Time

- **Salary:** \$15.00 - \$17.00 Hourly

APPLICATION DEADLINE: Open until filled. Applications are available at City Hall, 1304 Monument Drive Surfside Beach Texas 77541 or online at <https://www.surfsidetx.org>. Completed application can be submitted in person or by mail.
Attn: Janet Solis 1304 Monument Drive Surfside Beach TX 77541. **Email:** hr@surfsidetx.org.