



## Job Vacancy

---

Class Title:	Utility Billing Clerk – Accounting Clerk II
Salary:	\$ 17.74 - \$26.60

---

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB SUMMARY**

The Utility Billing Clerk is responsible for performing duties related to the billing and collection of municipal utility services, including water, sewer, sanitation, related fees and property taxes. This position is responsible for maintaining accurate billing, ensuring timely collection of accounts, and adhering to all applicable municipal policies and procedures.

### **ESSENTIAL FUNCTIONS**

Prepare, process, and issuance of utility bills in accordance with established billing cycles and rate schedules.

Audit utility billing comparison reports monthly.

Maintain accurate utility customer accounts, including service start/stop requests, account changes, and meter information.

Monitor delinquent accounts and prepare notices for late fees, service disconnections, and restorations.

Coordinate with public works, meter readers, and field staff regarding service issues and account corrections.

Maintain records in compliance with records retention requirements and audit standards.

Ensure compliance with applicable laws, regulations, and municipal ordinances.

Report monthly utility activity to other agencies as required.

Prepare, process, and issuance of property tax bills.

Maintain all property tax exemptions.

Perform customer service duties including answering incoming telephone calls, greeting the public, and covering the front desk to provide accurate information and assistance in a professional manner.

## Utility Billing Clerk – Accounting Clerk II

Manage the referral of delinquent accounts to the collection agency.

Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

High school diploma or GED required; supplemented by one (1) year of experience in utility billing, customer service, accounting, or a related clerical role; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position. Experience in a municipal or public sector environment is preferred.

### **SKILLS AND ABILITIES**

Knowledge of utility billing practices and basic accounting principles.

Strong customer service skills with the ability to handle sensitive or difficult situations professionally.

Proficiency in data entry, utility billing, and financial software.

Ability to accurately handle cash and electronic payments.

Attention to detail and strong organizational skills.

Ability to interpret policies, procedures, and ordinances.

Effective written and verbal communication skills.

Ability to maintain confidentiality and exercise sound judgment.

### **PHYSICAL DEMANDS**

Tasks require the ability to exert light physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks involve extended periods of time at a keyboard or workstation.

### **WORK ENVIRONMENT**

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, odors, wetness, humidity, rain, fumes, temperature and noise extremes, unsafe structures, heights, confined spaces, or rude/irate customers.

---

*The City of Austell is an Equal Opportunity Employer. The City of Austell does not discriminate based on race, color, national origin, sex, religion, age or disability in employment or the provision of services. In compliance with the American with Disability Act, the city will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*