



UPPER MACUNGIE
TOWNSHIP

Job Description
Utility Billing Clerk

Status: Non-Exempt	Department: Finance
Supervision Received: Under the direction of the Finance Director; Finance Office Manager	Positions Directly Supervised: None

Basic Function/Summary: This position performs clerical and accounting functions in the Township’s utilities portion of the Finance Department by assisting with the maintenance of the Township’s utility system and customer accounts, prepares and submits recycling grants, communicates and collaborates with hauler as needed; works as a cashier, prepares and processes invoices, provides customer service. This position provides backup for Receptionist, Clerk(s), and Finance Department positions.

Essential Duties and Responsibilities:

1. Greet customers, visitors, residents, and others at the front counter in conjunction with Utility Billing Clerk and Receptionist/Community Development Clerk; serves in a backup capacity to those positions and to positions in the Finance Department.
2. Answer telephones: provide assistance or information, route calls as necessary and provide answers to inquiries; responds to customers’ inquiries on billing and other utility questions.
3. Track and adjust recycling cart inventory.
4. Perform general clerical duties such as typing, filing, word processing, create spreadsheets, and data entry; produce letters, memoranda, reports, tabulations, and other materials as requested and needed. (i.e.: utility related reporting, prepare, finalize, & submit DEP reports; prepare, submit, & manage two (2) recycling grants, annually; furnish donor(s) with the required supporting documents, and file sampling tests, quarterly.)
5. Provide utility information to title companies, consultants, and other departments on request; verifies addresses for contractors, real estate agents, etc.
6. Work as a cashier receiving utility payments and other revenue payments via mail, night box, and/or hand-delivered; balance receipts, inform Finance Director of needed transfers, process adjustments as needed; review accounts for credit card payments, prepare bank deposit and balance cash drawer.
7. Assists with the coordination of utility billing; entering and editing readings, printing, and preparing bills to be mailed; prepares residential bills.
8. Assist with processing, preparing, tracking, and updating delinquent account information for (settlement) certification to taxes & notify collection agency when required, posting of late penalties and related notices, etc.
9. Supports the Sewer Lateral Inspections Program; tracking updating and forwarding documentation/information to Township Engineers for EPA & DEP reports.
10. Receive, review, and process wastewater treatment allocations; collects Township and County of Lehigh fees associated with the allocations.

11. Maintenance of customer account records; updating billing records and process new accounts in the township accounting system.
12. Maintenance of Upper Macungie Township Business List; update as needed.
13. Performs other duties as assigned.

Education /Experience/Knowledge:

- High School Diploma or equivalent.
- Two (2) years of experience in administrative work.
- Prior experience in a municipal setting preferred.
- Knowledge of accounting principles and practices.
- Knowledge and proficiency in use of computers including Microsoft Office (Word, Excel, One Note, etc.), Adobe, and utility billing and financial software.

Competencies:

- Accountability & Dependability
- Attention to Detail/Organizational Skills
- Adaptability & Flexibility
- Communication: written & oral
- Computer (literacy) Skills
- Confidence
- Customer Focus –commitment to serve the public; build and maintain customer satisfaction with the services offered by the Township; provides excellent service to the public.
- Fiscal Accountability
- Initiative/ Problem Solving
- Interpersonal/Teamwork
- Mathematical Reasoning
- Self-Management
- Thoroughness

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands and/or finger to handle or feel objects and reach with hands and arms.

Tasks in this position involve the ability to exert moderate physical effort in sedentary to moderate work. This position will require mobility (sitting, standing, walking, bending, etc.) up to (8) hours a day in the office setting. The employee must be able to lift and/or move up to 25 pounds. Must be able to operate office machinery.

Work Environment:

Work is typically performed in a professional office environment.

Position Type and Expected Hours of Work:

This is a full-time, non- exempt position. Typical days and hours of work are Monday through Friday, 7:30 a.m. – 4:00 p.m. May work more than 40 hours a week, when required.

Other Duties:

Please note this job description is not designed to cover or contain comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.
