



## CITY OF TEMPLE, GEORGIA Job Description

**Job Title:** Accounting/Utility Billing Clerk  
**Department:** City Hall  
**Pay Grade:** 13 non-exempt

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**Major Function and Purpose:** This position is a full-time FLSA non-exempt position. The Utility Billing Clerk will perform all duties herein described at the discretion of the Finance Accountant and the office of the City Administrator. Requires a thorough knowledge of administrative practices as necessary in the completion of daily responsibilities. Also, should be able to effectively communicate and interact with supervisors and all other groups involved in the activities of the department. Must be able to assemble information to make written reports and documents in a concise, clear, and effective manner.

### Duties and Responsibilities:

- Performs administrative duties including but not limited to collecting and processing water payments into the computerized system, reviews and makes sure all payments are posted
- Greet customers and receive and respond to inquiries in person and on the telephone
- Accepts and processes new customer applications; prepares customer final information for billing
- Represents the City regarding inquiries into utility bills, services, and the establishment or termination of services
- Prepares the daily report; post cash received to computer records; balances cash drawer
- Collects from delinquent customers whose service has been disconnected; ensure service is restored upon receipt of full payment
- Handles incoming inquiries and requests; answers the telephone; routes and returns telephone calls; files; types forms and applications
- Distributes daily mail
- Maintains confidential documents, reports, correspondence and calls
- Maintains inventory of departmental supplies and initiates orders for new or replacement materials
- Performs other related duties as required
- Promote and maintain high morale and enthusiasm for the City of Temple

### Knowledge, Skills, and Abilities

- Interpersonal Communication: Requires the ability to convey or exchange information. Includes giving assignments and /or directions to co-workers.
- Intelligence: Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in the absence of a supervisor; to acquire knowledge of topics related to primary occupation.
- Verbal Aptitude: Requires the ability to record and deliver information, explain procedures, and follow verbal and written instructions.
- Motor Coordination: Requires the ability to coordinate hands and eyes in using the automated office equipment.



- **Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. The applicant needs to relate to people beyond giving and receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.
- **Physical Communication:** Requires the ability to talk and/or hear.

**Desirable Qualifications:**

- Minimum High School Diploma or GED equivalent
- 3-5 years of experience in office administration or any combination of education, training, and experience that provides the knowledge, skills, and abilities required to perform the essential functions of the job
- Ability to edit and write documents and have basic computer knowledge and skills
- Experience in progressively responsible positions in local government administration, public contact, and data processing

**License and Certifications:** Valid State Driver's License; First Aid/CPR & AED certification within one year after hire.

**Mental and Physical Abilities:** Read and comprehend simple instructions; converse with co-workers and the public; use discretion and insight in carrying out City business; stand, stoop, balance, kneel, crouch, walk, reach, lift, and move up to 20lbs; maintain teamwork, problem solve, and communicate interdepartmentally.

**Physical Demands:** The work is performed while sitting, standing, and walking. Work performed will be 100% indoors. The employee must be able to operate a variety of automated office machines which include computers, printers, fax machines, copy machines, telephones, etc. Applicant must be able to use body to work, move, or carry objects or materials. Also, must be able to exert up to 20 lbs. of force occasionally and/or up to 10 lbs. frequently.

***This job description does not constitute an employment agreement between the Employer and Employee and is subject to change as the needs of the Employer and the requirements of the job change.***