

Utility Billing Clerk 2022  
Full Time

**ORGANIZATION:** City of Rainier, OR  
**DEPARTMENT:** Administration

**Location:** Rainier, OR  
**DATE:** February 2022

**JOB TITLE:** Utility Billing Clerk

**ESSENTIAL JOB FUNCTIONS:**

Prepare and process Bi-monthly sewer and water billings. Prepare process and analysis Meter Readings. Enter data into computer, print statements and prepare for mailing.

Backup for accounts receivable, data entry of cash receipts processing and daily deposit.

Process Bi-monthly on-line recurring automatic payments.

Process delinquency notices, shut offs and re-connects. Process and maintain customer payment agreements on past due accounts. Process unpaid accounts for Collections.

Prepare and process Deposits/Refunds/Final Billings and Billing Adjustments.

Process Winter Averaging for Billing Sewer to Utility Customers.

Provide clerical support to Public Works for annual back flow device inspection compliance.

Respond to questions from the public via telephone, email and in person regarding sewer and water accounts, marina, general information, etc. Answers phone and front counter customer service.

Process Business License requests and renewals. Accept fees, complete logs, and prepare new licenses. Update license list as necessary.

Assist the City Recorder with the maintenance of filing system for Recorder's Office, following guidelines in City Recorders Retention Manuals.

Provides clerical support to the Office Manager and City Administrator

Supports administrative staff, as necessary.

Follow all safety rules and procedures established for work areas.

Performs other duties as required.

**AUXILIARY JOB FUNCTIONS:**

Provide backup to other office personnel, as necessary (i.e., accounts payable, sludge invoicing, marina records etc.) Maintain work areas in a clean and orderly manner.

**JOB QUALIFICATION REQUIREMENTS:**

**REQUIREMENTS:** Equivalent to High School graduate plus advanced knowledge of office procedures, word-processing, spreadsheet and accounting software, municipality accounting procedures and practices and records maintenance. Minimum of three (3) years experience in general office, billing, customer service or any satisfactory combination of experience and training. Excellent customer service skills.

**THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, THE INCLUSION OF WHICH WOULD BE IN CONFORMITY WITH THE FACTOR DEGREES ASSIGNED TO THIS JOB.**

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**DESIRABLE REQUIREMENTS:** Previous experience in municipal government position involving utility billing, customer service, record keeping.

**SPECIAL REQUIREMENTS/LICENSES:** N/A

**PHYSICAL DEMANDS OF POSITION:** 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 frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Duties involve moving materials weighing up to 10 pounds on a daily basis. Manual dexterity and coordination are required more than 50% of the work period.

**WORKING CONDITIONS:** Usual office working environment.

**SUPERVISORY RESPONSIBILITIES:** Supervision is not a typical function of this position.

**SUPERVISION RECEIVED:** Works under the general supervision of the Office Manager

City of Rainier is an equal opportunity employer.

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