

## City of West – Utility Billing Clerk Position Available

The city of West has an opening for a full-time Utility Billing Clerk. Job functions include performing a variety of general and clerical duties, handling meter reading information, preparing utility bills, making deposits of all receipts, receiving and processing customer payments, maintaining customer accounts, creating monthly reports, dispatching public works and police department personnel when needed, directing calls on a multi-line system, providing professional, effective and efficient assistance to the general public, and administrative support to the city secretary, assistant city secretary and city council when needed.

### Required knowledge, skills and abilities:

- Must be able to provide exceptional customer service by explaining services and fees, provide information, answer questions, handle customer concerns, refer customers to other agencies, and maintain updated customer account information.
- Professionalism with the public both in person and on the telephone
- Ability to handle difficult/stressful and sometimes escalated customer situations.
- General bookkeeping practices
- Ability to multitask and perform simultaneous clerical functions in a high-paced environment
- Proficient with desktop computers and ability to learn specialized software applications
- Ability to work independently without supervision or assistance
- Ability to work with the public in a patient, courteous, and friendly manner.
- Ability to work with fellow employees in a courteous, positive, and team environment.
- Ability to communicate and work well with others, both verbally and in writing
- Can understand and carry out oral and written directions
- Bilingual and utility clerk experience a plus, but not required

### Required qualifications:

- High school diploma or GED
- Must possess a valid Texas driver's license
- Must pass a pre-employment drug screening which the city pays the cost
- Must be able to be bonded

Salary based upon experience and qualifications

**To apply, submit city application and resume to city hall no later than noon on Wednesday, September 1, 2021. Applications are available at city hall or online at [www.cityofwest.com](http://www.cityofwest.com) under the forms link on the left side of the main page.**

*Disclaimer: This job description is subject to modification by the city secretary and city council at any time. This document is not a contract for employment. Nothing herein shall be construed as modifying the City of West's at-will employment policy.*