



## **JOB POSTING FOR UTILITY CLERK**

The City of Du Quoin is seeking a part-time Utility Clerk position in the Water Department. This position is under the direct supervision of the Commissioner of Public Property, Water Superintendent, and City Clerk with an anticipated start date of May 30, 2019.

### **DESCRIPTION:**

This position is a member of the Water Department which is responsible for billing, collecting, and providing service to the City's water and sewer customers. Utility Clerk primary duties and responsibilities include, but are not limited to:

### **DUTIES AND RESPONSIBILITIES:**

- Produces and mails utility bills to customers monthly.
- Collects and posts customer payments by recording cash, checks, credit card, and automated clearing house (ACH) transactions.
- Produces accounts receivable report and reconciles cash to report.
- Enrolls new customers in utility service.
- Maintains and updates customer accounts with contact information.
- Orders utility customer services such as turning on and terminating service and water meter re-reads.
- Maintains vital records by microfilming and archiving.
- Produces and maintains permits for raffles, roadblocks, neighborhood vehicles, and video gaming machines.
- Welcomes customers and visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.

### **QUALIFICATIONS:**

- General data entry and math skills
- Eye for detail, accuracy is imperative
- Ability to prioritize and multi-task in a fast paced environment
- Excellent attendance and organization
- Ability to communicate, listen, and direct customers
- Proficient with operating phone and radio systems
- Proficient with various office equipment such as computers, and copy and postage machines