

# EMPLOYMENT NOTICE

THE TOWN OF DANVILLE, INDIANA  
IS ACCPETING APPLICATIONS FOR THE POSITION OF  
UTILITY BILLING CLERK FOR THE CLERK-TREASURER

Applications and a position description are available on the Town's website, [DanvilleIndiana.org](http://DanvilleIndiana.org) or may be picked up at the Town Manager's office located at 49 N. Wayne Street.

Applications will be accepted until December 7, 2018 at 4:00 p.m.

Additional questions may be directed to the office of the Clerk-Treasurer at 317-745-4180 x7001



# TOWN OF DANVILLE

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## POSITION DESCRIPTION

Title: **Utility Billing Clerk**  
Work Location: Town Hall

### GENERAL PURPOSE

The purpose of this position is to perform clerical work functions associated with processing accounts receivables for water and sewer utilities and providing information and assistance to water and sewer customers. This person may be the first contact a resident will have with the Town as they request water and sewer service. This person will be responsible to perform the complete process of the billing of water and sewer utilities, research and resolve complaints and concerns of residents in a friendly, efficient and professional manner.

### SUPERVISION RECEIVED

Works under the supervision of the Clerk-Treasurer.

### SUPERVISION EXERCISED

None regularly assigned.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Establishes new accounts, processes changes in service, make adjustments to correct discrepancies, calculates and processes refunds for meter deposits and overpayments and closes accounts.
2. Receives and processes payments for utility service in person, through the drop box, web or by mail. Posts payments to proper account, balances cash receipts and prepares bank deposits.
3. Respond to customer inquiries and resolve problems related to billing, meter reading and repair and utility disconnects.
4. Calculates final bills adjusting for meter deposits, overpayments and other special issues before mailing the bill.
5. Prepares a letter for delinquent and closed accounts with an outstanding balance, if a payment is not received files a lien on closed and delinquent accounts and release liens upon payment of balance.
6. Performs data entry functions for all facets of utility billing. Open accounts, update account information, generate monthly billing statements, post credits to the customers' accounts, determine past due accounts and penalties for a late fee, etc.

7. Prepare and maintain a log of work orders to schedule service, including new service, disconnections, transfers, adjustments, meter re-checks, installations, repairs and replacements.
8. Under the direction of the Clerk-Treasurer, prepare and distribute shut-off notices to delinquent customers.
9. Using the computerized billing software, prepare reports for the Clerk-Treasurer to make entries into the general ledger.
10. Perform any other related duties as assigned.

### **SECONDARY DUTIES**

1. Monitors inventory levels of department equipment and supplies; notifies Chief Deputy Clerk Treasurer for new or replacement materials.
2. Change rates in the computer when appropriate.
3. Upon notification by the Clerk Treasurer, write off balances of uncollectable accounts.

### **REQUIREMENTS**

1. Must have a high school diploma or GED.
2. No felony convictions or disqualifying criminal histories. Must be bondable.
3. Valid driver's license with an acceptable BMV record indicating violations
4. Must be able to read, write and speak the English language or be bilingual in Spanish.
5. One to two years of experience involving billing and accounts receivable, customer service or personal computer operations.

### **NECESSARY KNOWLEDGE, SKILLS AND ABILITIES**

1. Ability to use the computer to enter large amounts of data without error.
2. Ability to use the ten-key pad with the touch method
3. Ability to communicate with people in person and on the phone.
4. Ability to respond to complaints, concerns and requests of residents who many times are angry and irate about real or perceived inadequacies of the water and sewer system. Must work to diffuse situations and bring matters to an acceptable resolution.
5. Ability to use spreadsheets, word processing and data base management, billing and other software applications necessary to perform essential job functions.
6. Perform work that is routine and detailed. Required to meet deadlines.
7. Ability to maintain and file data and completed reports.
8. Must possess knowledge of basic math and the ability to learn basic accounting.

### **TOOLS AND EQUIPMENT USED**

Computer, calculator, typewriter, fax machine, copier, telephone, printer and meter readers.

## **PHYSICAL DEMANDS**

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 sit, use hands to finger, handle, feel or operate objects, reach with hands and arms, talk and hear. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee is occasionally required to stand, walk, climb and kneel.

Must be able to sit at a desk using a keyboard or stand at a counter for an extended period of time of unknown length. May lift up to 15 pounds repeatedly and 25 pounds occasionally.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those that an employee encounters performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is inside of a modern office and the noise level is usually low to moderate.

Ability to maintain focus while entering large amounts of data into a computer over an extended period of time.

## **WORK SCHEDULE**

The hours are generally from 8:00 a.m. to 4:00 p.m. Monday through Friday. Overtime may be required on a limited basis.

## **DISCLAIMER**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.