



CITY OF MEADOWS PLACE UTILITY CLERK/CUSTOMER SERVICE

Position Title: Utility Clerk/Customer Service

Department:	Administration
Supervisor:	Finance Director
Salary:	\$23-25 per hour DOQ
Benefits:	TMRS (7% contribution with 2:1 City match), 12 holidays, 2 personal days, vacation and sick leave, 93% employer-paid medical, dental and vision, voluntary Mission Square 457B, AFLAC
Job Type:	Full Time, Non-Exempt
Work Schedule:	Monday-Thursday 7:30 a.m.-5:00 p.m.; Friday 8:00 a.m.-4:30 p.m.; eligible for 9/80 work schedule

SUMMARY OF CLASSIFICATION

This position will report directly to the Finance Director. The Utility Clerk/Customer Service is responsible for providing exceptional customer service to residents and visitors while performing a variety of administrative and clerical duties. This position serves as the first point of contact for the public by answering the City's main telephone line, processing utility payments, assisting customers with utility account services, coordinating facility reservations, and supporting daily operations within the Utility Department. The position also provides clerical support to other City departments as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The statements below are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, or qualifications required. This job description is subject to modification as the needs and requirements of the position change. Essential duties and responsibilities include, but are not limited to, the following:

- Greet and assist residents, customers, and visitors in person and by telephone, responding to questions and directing incoming calls appropriately.
- Process applications for new utility services, account changes, and final service requests.
- Receive, process, and accurately record utility payments; balance daily cash receipts.
- Prepare and process work orders for utility services and communicate service requests to field personnel.
- Prepare, process, and distribute monthly late payments, service disconnect, and water leak notifications.
- Generate and review zero-consumption reports and follow up on accounts requiring investigation.
- Update utility account records to reflect meter replacements, repairs, and change-outs.
- Create work orders for monthly meter readings and accurately enter meter reading information into the utility billing system.
- Maintain utility records in accordance with the State's records retention schedule.

- Accept facility rental applications and payments and maintain facility reservation schedules.
- Process tennis card applications and maintain the tennis card registry.
- Assemble welcome packets for new residents.
- Provide administrative support to the Permit Department and other departments as needed.
- File documents and maintain organized departmental records.
- Prepare correspondence, reports, and other documents as directed.
- Perform other related duties as assigned.

MINIMUM EDUCATION, EXPERIENCE AND CERTIFICATION

Knowledge of and Skilled in:

- Knowledge of general bookkeeping and cash-handling procedures.
- Basic knowledge of utility billing, accounts receivable, and customer account maintenance.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and standard office equipment.
- Ability to maintain accurate records and an organized filing system.
- Ability to communicate effectively and professionally, both verbally and in writing.
- Ability to establish and maintain positive working relationships with residents, coworkers, contractors, and the general public.
- Ability to exercise sound judgment, maintain confidentiality, and provide courteous customer service.
- Ability to learn and apply City ordinances, departmental policies, and applicable procedures.

Education, License and Certification Requirements:

- High school diploma or GED required.
- Associate degree or higher preferred.
- Bilingual (English/Spanish) preferred.
- Minimum of two (2) years of experience in customer service, utility billing, cash handling, municipal government, or a closely related field.
- Valid Texas Driver License.

ADA AND PHYSICAL REQUIREMENTS

The physical demands described below are representative of those required to perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these functions.

Work is performed primarily in an office environment and requires prolonged sitting, standing, walking, computer use, typing, filing, and operating standard office equipment. Employees must be able to occasionally lift and carry office materials, files, and equipment weighing up to twenty (20) pounds.

Equal Employment Opportunity

The City of Meadows Place is an Equal Opportunity Employer.

If interested in this position, please submit application and resume to Shandra Phillips at sphillips@cityofmeadowsplace.org.