



City of Loris

JOB DESCRIPTION

Job Title: Utility Billing Clerk
Department: Water and Sewer
Shift: Full Time, 8 a.m. to 5 p.m., M-F,(Some tasks will require overtime)
Reports to: City Administrator
FLSA Status: Non-Exempt

Summary: Under general supervision from the City Administrator this position is responsible for providing administrative, accounting, and customer service work for the Water and Sewer Department of Public Works, including accepting applications and collecting fees for water meters and hydrant flow tests, answering inquiries regarding water quality, quantity, and billing disputes, maintaining records, preparing correspondence, coordinating activities of the Department and scheduling inspections, appointments and work orders, preparing and processing water and sewer bills.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Screens calls and provides information and assistance as requested regarding water and sewer issues, acts as liaison regarding allegations of water use violations.
- Assists residents in determining responsibility of water leaks on property and advises residents of water and sewer regulations.
- Coordinates and updates accounts for new water and sewer connections as well as additional connections.
- Verifies meter reading information, prepares and process water and sewer bills, calculates bills for property transfers and prepares special billing.
- Completes follow ups on customer service billing issues via mail, phone, and email.
- Completes miscellaneous tasks and projects as assigned by supervisor.
- Performs administrative duties to help the City Administrator, City Clerk, and City Treasurer with organizational activities.

EDUCATION:

- High school diploma or GED equivalent

QUALIFICATIONS:

- Minimum of 4 years of clerical experience
- Proficiency in Microsoft Office Systems
- Valid Driver's License
- Ability to maintain positive, customer-focused relationships with co-workers, supervisors, agencies, City Officials, community participants, and the public.
- Ability to keep records and prepare detailed reports.

SALARY RANGE:

- Dependent upon education and experience

HOW TO APPLY:

Submit a detailed resume to the City of Loris located at 4101 Walnut St Loris, S.C. 29569.

DEADLINE: May 31, 2021 at 5:00pm.

The City of Loris is an Equal Opportunity Employer. All applicants will be considered without regards to their age, sex, race, or religion.

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 a 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.