

Fredericksburg Sewer and Water Authority  
Job Description

Position Title: Billing Clerk

Department: Administration

Supervisor: Office Manager/Authority Board

Time Requirement: Flexible - 15 - 30 hours per week

Summary Description:

This employee is responsible to the Office Manager/Authority Board. This employee is responsible for monthly and quarterly billing and general backup for the Office Manager. Duties include but are not limited to customer billing, revenue collection, answering telephones and general administrative duties.

Essential Job Functions:

Maintain customer accounts.

Generates and sends out monthly and quarterly customer billings.

Processes incoming bill payments.

Serves as the primary staff person in answering telephones.

Fulfills customer requests for bills, statements and receipts.

Assists with the preparation of deposits.

Ensures accurate record keeping.

Maintains confidentiality of internal matters pertaining to the Authority and its operations.

Maintains an accurate and up to date filing system in a manner that facilitates timely and accurate retrieval.

Additional Duties:

Assists with furnishing information to and consults with Engineers, Solicitors and other professional representatives as needed

Assists with handling any situation that arises with property owners/customers as needed

Performs other related work as required or assigned by the Office Manager/Authority Board.

Qualifications, Skills and Knowledge:

Required:

- High School Graduate or GED – a college degree or certificate in a business-related field is a plus.

- Highly organized, detail oriented professional.
- Demonstrated administrative skills.
- Excellent verbal and written communication skills.
- Excellent customer service skills
- Skill in the use of a personal computer and the Microsoft Office suite of programs as well as billing software
- The ability to be bonded, which means a clear criminal record, demonstrated history of financial stability, and a good reputation both in the community as a whole and in past employment situations.
- Excellent interpersonal skills.
- The ability to work well with others.
- The ability to express ideas clearly and concisely, verbally and in writing.
- Previous billing experience.

Desired:

- Experience in municipal water and sewer operations.
- Knowledge and experience in the area of public utility and municipal government.
- A willingness to learn new things and to accept challenging new responsibilities.