

Fredericksburg Sewer and Water Authority  
Job Description

**Position Title: Full-Time Billing Clerk**

Department: Administration

Supervisor: Office Manager/Authority Board

Time Requirement: Full-Time, 40 hours per week, Monday-Friday, 8:00 AM to 4:30 PM

**Summary Description:**

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.
- Generate and send out monthly and quarterly customer billings.
- Process incoming bill payments.
- Serve as the primary staff person in answering telephones.
- Fulfill customer requests for bills, statements and receipts.
- Assist with the preparation of deposits.
- Ensure accurate record keeping.
- Maintain confidentiality of internal matters pertaining to the Authority and its operations.
- Maintain an accurate and up to date filing system in a manner that facilitates timely and accurate retrieval.
- Handling of overdue accounts by posting residences and issuing cut off notices.
- Providing lists of non-water accounts to the Solicitor to initiate collection.
- Monitoring EDUs to determine if those assignments are appropriate and recommending changes to those that are not.
- Mailing annual questionnaires to commercial and industrial accounts and managing accounts accordingly.
- Issuances of permits.
- Receipt of permit payments.
- Scheduling annual grease trap inspections.

**Additional Duties:**

- Assist with furnishing information to and consults with Engineers, Solicitors and other professional representatives as needed.
- Assist with handling any situation that arises with property owners/customers as needed.
- Perform 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.