CITY OF SYRACUSE

POSITION DESCRIPTION

UTILITY BILLING CLERK

I. OBJECTIVES

A. Operate computer in order to prepare monthly utility bills and to prepare for mailing and

Collection of the bills.

B. Wait on customers, answering all questions and collection of over the counter bills.

C. Answering telephone in a courteous manner so as to create a good public image for the

City of Syracuse.

D. To assist the Superintendent of Public Works in preparation of all correspondence and

reports.

E. To assist Building and Zoning/Nuisance Inspectors in preparation and processing of all   
 permits and nuisance cases.

II. RESPONSIBILITIES

A. To answer telephone and take messages or transfer calls to the proper person.

B. Wait on customers in a courteous manner when collecting monthly bills and answering

their questions.

C. Prepare all handheld readers for automated meter reading and down load readings to

computer for monthly billing.

D. Operate computer for maintenance of utility customers, ACH payments and monthly

reports.

E. Prepares monthly billings for all utility customers.

F. Keep record of utility customers moving in and out of the city, utility deposits and process

final utility billings.

G. Prepare and balance daily Utility receipts and deposits.

H. Filing of all utility reports and papers.

I. Perform all other duties as assigned by Superintendent of Public Works and City Clerk.

J. Prepare disconnect notices for paid utility bills. (monthly)

K. Keep record of Level Payment Plan customers and any late payments. Average applicants

budget amounts during the month of April.

L. Keep record of NSF checks, as well as unpaid accounts; sent to collection agency. (monthly)

M. Credit Card payments and transactions.

N. Coordinate with Department of Health & Human Services regarding utility assistance.

O. Maintain cash drawer.

P. Perform all other duties as assigned.

III. RELATIONSHIPS

A. Reports to:

1. City Clerk

2. Superintendent of Public Works

B. Coordinates and cooperates with:

1. Internal

a. City Clerk

b. Superintendent of Public Works

c. All other City employees

2. External

a. To continually put forth a good public image for the City of Syracuse by

maintaining a proper appearance and a friendly attitude in all contacts with the

public.

IV. AUTHORITY AND ACCOUNTABILITY

The Utility Billing Clerk is accountable to the Mayor, City Clerk and Superintendent of

Public Works.

V. DESIRED QUALIFICATIONS

A. College degree, high school diploma, GED or appropriate work experiences.

B. Knowledge of office practices and procedures.

C. Knowledge of Microsoft Office 2013 and computer operation skills.

D. Should have record of good public relations.

VI. SPECIAL REQUIREMENTS

A. All employees hired to be on six months probationary period.

B. Possession of a valid driver’s license.