

BILLING AND CUSTOMER SERVICE CLERK

POSITION FULL TIME

THIS IS A RESPONSIBLE POSITION ACCOUNTABLE FOR THE BILLING, COLLECTING AND PROCESSING ACCOUNTS RECEIVABLE AND CUSTOMER SERVICE FOR THE WHEAT RIDGE WATER DISTRICT.

THE EMPLOYEE WILL BE RESPONSIBLE FOR ORGANIZING AND MAINTAINING ALL PHASES OF ACCOUNTS RECEIVABLE, INCLUDING REGULAR BILLING, THE COLLECTION OF PAST DUE ACCOUNTS, FINAL BILLS, AND THE MAINTENANCE OF CUSTOMER RECORDS. THE EMPLOYEE RESPONDS TO CUSTOMERS AT THE COUNTER AND BY TELEPHONE.

THE UPDATED INFORMATION IS INPUT INTO ACCOUNTS RECEIVABLE COMPUTER PROGRAM, IMPRESA, AND POSTED TO ALL OFFICE RECORDS TO SUBSTANTIATE ALL TRANSACTIONS.

THIS POSITION REPORTS TO THE OFFICE MANAGER.

THIS PERSON WORKS TOGETHER WITH ANOTHER BILLING AND CUSTOMER SERVICE CLERK.

DAILY

1. PUBLIC RELATIONS:
 - A. WAIT ON CUSTOMERS AND OTHER VISITORS AT COUNTER
 - B. RESPOND TO TELEPHONE INQUIRIES REGARDING ACCOUNTS RECEIVABLE AND MISCELLANEOUS.
 - C. INPUT NAME AND ADDRESS CHANGES INTO COMPUTER AND POST CHANGES ON NECESSARY RECORDS.
 - D. PREPARE TAP APPLICATIONS.
 - E. PREPARE, PROCESS, AND BILL FIRE HYDRANT PERMITS.
 - F. MONITOR WATER LOCATES.
2. OPEN MAIL AND RESPOND TO MAIL INQUIRIES REGARDING ACCOUNTS RECEIVABLE.
3. FINAL BILLS:
 - A. RECORD NECESSARY INFORMATION FOR INPUT INTO COMPUTER.
 - B. MAIL OR FAX FINAL BILLS TO TITLE COMPANIES/CUSTOMERS

- C. UPDATE FILES IN COMPUTER.
 - D. FOLLOW UP ON DELINQUENT FINAL BILLS.
 - E. UPON PAYMENT, PRINT HISTORY AND DELETE OLD CUSTOMERS FROM COMPUTER.
4. RUN DAILY BALANCE SUMMARY AND ACCOUNTS RECEIVABLE REPORTS AND BALANCE REPORTS TO DAILY INPUT.

MONTHLY/BI-MONTHLY

1. REGULAR BILLING:
- A. UPLOAD AND DOWNLOAD METER READINGS.
 - B. EDIT METER READINGS FOR BILLING.
 - C. PRINT BILLS.
 - D. MANUAL PREPARATION OF BILLS FOR MAILING.
 - E. PREPARE BILLING PAPERWORK FOR POST OFFICE FOR MAILING.
 - F. MAINTAIN RECORDS OF ALL DELINQUENT ACCOUNTS.
 - G. MAIL APPROPRIATE NOTICES AND FOLLOW UP FOR PAYMENT OF DISCONTINUED SERVICE.
 - H. UPDATE FILES IN COMPUTER.
4. RUN END OF MONTH REPORTS AND BALANCE WITH OFFICE MANAGER.

ANNUALLY

- 1. RUN YEAR END CLOSE OUT.
- 2. PREPARE WORK SHEETS FOR YEAR-END ACCOUNTS RECEIVABLE.

PERIODICALLY

1. METER MAINTENANCE:
- A. PRINT COMPUTER REPORT ON METER MAINTENANCE.
 - B. INPUT NEW MAINTENANCE INFORMATION INTO COMPUTER.
2. BACK UP FOR OTHER STAFF MEMBERS WHEN ILL OR ON VACATION.
3. OTHER DUTIES AS ASSIGNED.

---QUALIFICATIONS---

HIGH SCHOOL GRADUATE
COMPUTER SKILLS
ACCURATE RECORD KEEPING

CUSTOMER SERVICE SKILLS
TEN KEY BY TOUCH

ACCOUNTS RECEIVABLE
MUST BE WELL ORGANIZED

EXPERIENCE:

MINIMUM TWO YEARS OF RELATED EXPERIENCE OR EDUCATION.

SALARY RANGE: PER HOUR

ENTRY \$ 20.00