

We are seeking a **Utility Billing Clerk / Receptionist** to become an integral part of our team.

40 hours/week: Monday - Thursday 7:00 - 5:30 with 30 minute lunch; closed on Fridays. Salary based on experience.

This position is responsible for providing excellent customer service to internal and external customers while performing utility billing functions and providing support to department operations.

Duties include but are not limited to the following:

- Provides excellent customer service by greeting and assisting customers with their needs in person, by phone or through email.
- Completes cashier functions of collecting payments, other miscellaneous items needed and balancing/reconciling the cash drawer with a daily collection report.
- Researches, analyzes, responds and follows through with customer inquiries regarding water, sewer, natural gas, and garbage services with corrective actions if needed to ensure customers' satisfaction.
- Notifies customers of delinquency, returned checks, or other issues with their utility account as required.
- Processes new connections, disconnections, work orders, and customer account maintenance by using utility billing software in accordance with City policy and procedures.
- Contributes to team effort by performing other related duties as assigned, based on **KNOWLEDGE, SKILLS & ABILITIES**.
- Considerable knowledge of clerical support functions required in conducting modern office duties.
- Ability to communicate effectively in either oral or written form.
- Ability to work effectively with all City personnel.
- Ability to respond to inquiries and concerns from external and internal customers with consistent tact and courtesy.

- NOW HIRING FULL TIME UTILITY BILLING CLERK/RECEPTIONIST.
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- Please email applications and resumes to deedee.ockman@walker-la.gov if you are not applying through the Indeed site:
- City of Walker job application link:
<http://www.walker.la.us/.../defa.../files//job%20application.pdf>
- INDEED.COM JOB POST LINK:
https://www.indeedjobs.com/city-of-walker/_hl/en...
- APPLICATIONS/RESUMES BEING ACCEPTED THROUGH THURSDAY, FEBRUARY 20, 2020.
INTERVIEWS TO TAKE PLACE ON MONDAY, FEBRUARY 24 & 25, 2020.
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