

**City of Fulshear**  
**JOB DESCRIPTION**

**Position Title:**

Billing Clerk

**Position Status:**

Non-Exempt

**General Description:**

This position is responsible for the creation and implementation of the City's Billing and Collection Services for Solid Waste services. Ultimately, this position will oversee the creation and implementation of the City's Billing and Collection Services for all utilities.

**Organizational Relationships:**

Reports to: Finance Officer

Supervises:

**Qualifications:**

A High School Diploma required. College degree or certified instruction in Public or Business Administration preferred. Prior utility billing and collection and public sector experience a plus. The person in this position must be able to pass background check. Some travel required.

**Additional Required Knowledge, Skills and Abilities:**

The ability to employ sound administrative and customer service skills in a team environment. The ability to organize files and documents; the ability to utilize computer software including Microsoft Office, InCode and other specialty software packages; the ability to communicate clearly both verbally and in writing and the ability to maintain confidentiality.

**Essential Duties:**

- Develop, create and implement in conjunction with Administration and outside vendors and billing program for the City's Solid Waste services.
- Provide administrative services to the Finance, Administration and Permitting and Planning Departments.
- Assist in the development, revision and implementation of Standard Operating procedures.
- Make procedural and operational recommendations to the Mayor, City Administrator and Finance Officer.
- Prepare, document and maintain files for Solid Waste, Finance and Enterprise Utility Funds.
- Data entry including account creation and management for InCode and other database related to customer accounts for Solid Waste and Utilities.
- Serve as accounts receivable clerk and collect payments for the City.
- Assist in the reconciliation of daily deposits.
- Assist in the preparation and delivery of City correspondence with customers.
- Assist with the reception and serve as an initial point of contact for customers with billing concerns.
- Prepares and presents progress and status reports as requested.
- Assists in the preparation of the monthly reports for the City Council.
- Provide excellent customer service at all times.
- Participate in training to ensure the City receives the highest level of services possible.
- Other duties as assigned or required to perform the function of the position.

By my signature, I acknowledge the content of this job description and understand the criteria for future work performance appraisals.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date