

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

**Position Title:**

Utility Billing Clerk

**Position Status:**

Non-Exempt  
\$15.00 - \$16.58 Per Hour

**General Description:**

This position maintains the automated billing system to process utility bills within the City, process payments received, represent the City to any utility franchise elected by City Council, and provide professional customer service to all.

**Organizational Relationships:**

Reports to: Finance Director

Supervises: None

**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/credit 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:**

- Process monthly bills for all public utilities offered to City residents and commercial entities.
- Responsible for preparation of monthly bills, delinquent notices, non-payments and shut offs.
- Develop, create and implement in conjunction with Administration and outside vendors and billing program for the City's public utility services.
- Implements rate changes approved by City Council.
- Assist in the development, revision and implementation of Standard Operating procedures.
- Make procedural and operational recommendations to the Mayor, City Administrator and Finance Director.
- Prepare, document and maintain files for public utilities.
- Assists the public in completing forms, answering questions and giving information on services and functions.
- Data entry including account creation and management in InCode and other database related to City customer accounts and correlating utilities.
- Serve as accounts receivable clerk and collect payments for the City.
- Generates and distributes monthly system revenue and expense reports to departments.
- Assist with the office 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 respectful and professional 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