

Office Clerk II

Wellborn Special Utility District is accepting applications for a full time Office Clerk II. Applications will be accepted at Wellborn SUD's office located at 4118 Greens Prairie Road, Wellborn, between the hours of 8-12/1-5pm, Monday- Friday or send resume to: wsud.bb@verizon.net

Job Title: Office Clerk II

Reporting: Reports to Office Manager

Shift: Full time, 8:00 am - 12:00 pm, 1:00 pm- 5:00 pm, M-F

SUMMARY: This position is responsible for performing customer service and accounting duties for a utility company.

ESSENTIAL DUTIES AND JOB RESPONSIBILITIES:

- Process payments, customer receipts for utility payments from walk-ins, mail and night depository
- Handle customer correspondences and complaints
- Manage customers' accounts including: set up of new accounts, update customer information and adjustments
- Process utility connects/disconnects, customer inquiries regarding water consumption, leaks and service requests
- Generate and initiate disconnects for non-payment of bills and return checks.
- Accurately creates/closes service requests with needed information required
- Report unauthorized connections and district property damage to supervisor
- Print and distribute open work order report for Operations Management, Field Supervisor and Billing Supervisor
- Assist Billing Supervisor in performance of related duties
- Assist in filling work orders and written reports of parts/materials used and file all paperwork into customer's records
- Ability to collect cash and balance cash draw at the end of day
- Answer multiline phones and assist walk-ins
- Performs other work related tasks as assigned

EDUCATION/EXPERIENCE:

- Position requires a high school diploma or GED and a minimum of three to four years closely related experience required.

POSITION QUALIFICATIONS:

- Must have proficient computer skills using computer to prepare documents, data entry and email
- Must have working knowledge of MS Word and Excel
- Must be able to perform 10 key by touch
- Must be able to use a personal computer, facsimile machine, adding machine and other office related machines
- Must be detail oriented
- Must be able to work effectively with the public
- Must effectively work under pressure and with many interruptions
- Must be reliable with punctual attendance
- Must be able to lift 20 lbs. unattended
- Must be able to kneel, stoop and bend
- Must be able to stay in a seated position for extended length of time