



Water Clerk II

Summary

Under general supervision, this person is responsible for the management of utility accounts, collection of delinquent accounts, public relations, training of new staff, and generation of reports. Assists with the regular billing process as necessary.

Duties and Responsibilities

- Prepares service orders for turn-off, turn-on, transfers, rechecks and meter repairs for water customers.
- Researches accounts to assist customers with billing questions or complaints.
- Researches delinquent accounts and makes payment agreements with customers.
- Researches returned checks and bank drafts for collections.
- Serves as relief cashier to receive payments on customer accounts as deemed necessary for proper and complete office operations.
- Uploads/downloads meter reader handhelds and prints reports.
- Generates Aged Receivables Report and issues service orders for delinquent accounts disconnection. Applies service charges to the accounts and notifies appropriate Department personnel of customers on the list.
- Issues service orders for reconnections.
- Handles all communications with Tuscaloosa Credit Bureau including reports, customer information, balance transfers, mailing collection letters, turning accounts over for collection, collecting payments and receipting with the City's Finance Department and notifying Credit Bureau of in office payments. Makes adjustments on all accounts paid to zero out balance and changes accounts route codes.
- Contacts customers for collection of returned checks and bank drafts according to established policies, applies service charges to the accounts, prepares door hangers to be posted, issues service orders for disconnections and obtains warrants for uncollected checks or drafts. Collects returned payments and works up re-deposits.
- Transfers inactive account balance to active account and notifies customer of action by letter.
- Prepares daily, weekly, and monthly reports for the Water Office Superintendent.
- Handles customer billing questions and complaints over the phone and in person.

- Prepares and types customer correspondence as needed.
- Assists in the training of new water office personnel.
- Welcomes new customers, takes new service applications and collects deposits, meter sales, tappage fees and set-up fees as deemed necessary for proper and complete office operations.
- Assists with account set up.
- Performs other duties in a safe manner as assigned by immediate supervisor and other supervisors as required.
- Must be ready, willing and able to work with, train, support, and backup subordinates, peers, and superiors.

Job Specifications

Qualifications:

- Must have high school diploma or general education degree (GED).
- Must have a basic knowledge of bookkeeping.
- Experience in water office operations preferred.
- Experience in water collections preferred.
- Must be bondable.

Knowledge, Skills and Abilities:

- *Knowledge of the City ordinances pertinent to the Water Works Department.
- Knowledge of basic accounting procedures.
- Knowledge of computers and other basic office equipment and the ability to operate a calculator with speed and accuracy.
- Experience in handling large amounts of cash and in counting back change to customers.
- Good interpersonal skills.
- Ability to schedule work and to work against deadlines.
- Ability to concentrate on tasks despite interruptions.
- Ability to maintain an effective working relationship with other employees.
- Must maintain regular attendance on the job.
- Ability to work overtime and on-call as required.

Physical Characteristics:

- See well enough to read text on a computer monitor.
- Hear well enough to carry on a normal conversation.
- Effectively operate a keyboard, calculator, and other office equipment.
- Have strength to lift records, files and boxes weighing no more than 25 pounds.
- Must be able to move freely about the office.
- Must be able to sit for long periods of time.

*May be learned on the job.

If you believe you need an accommodation to apply for or to be qualified to perform this job, please contact the Director of Human Resources.

This job description accurately describes the duties performed by a person occupying this position.

NAME

DEPARTMENT

DATE