



SPRINGFIELD

NEBRASKA

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JOB DESCRIPTION

Job Title: Utility Billing Clerk
Department: Administration
Reports To: City Administrator
FLSA Status: Non-Exempt
Employment Category: Regular Full-Time
Date: March 2025

Job Summary

Responsible for all functions of utility billing, including customer setup and move-out; generating and mailing utility bills; collecting and posting payments; downloading customer information to meter readers. Provides administrative support functions to City staff, customers and residents.

Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- City, state and federal laws, policies, and regulations which impact city activities.
- Functions, services, and funding sources of a municipal government.
- Proper telephone etiquette.
- Routine office procedures and standard clerical techniques.
- Word processing, spreadsheet, and database software applications to store and retrieve information.
- Record keeping, bookkeeping and handling money.
- Geographic layout and demographics of jurisdiction and surrounding area.

Ability to:

- Utilize proper telephone etiquette.
- Demonstrate effective listening.
- Communicate effectively through all communication methods.
- Understand and follow both oral and written instructions.
- Prepare and present written and oral reports clearly and concisely.

- Provide the public, professional staff, governmental agencies and City Officials with a high level of friendly, comprehensive, accurate and efficient customer service for requests and inquiries while maintaining a positive and effective working relationship.
- Work independently and in a team environment.
- Plan and organize a personal work schedule, set priorities, and perform job duties efficiently while managing frequent interruptions.
- Learn city policies and how to apply them.
- Apply sound judgment in making decisions.
- Maintain the confidentiality of appropriate communications, documents, transactions and critical information.
- Utilize a variety of computer programs and applications, software, word processing and spreadsheets necessary to perform the functions of the job.
- Perform accurate mathematical calculations such as addition, subtraction, multiplication and division, using a calculator, ten-key adding machine or manually.
- Post numerical data accurately.
- Prepare and maintain records, reports and other departmental documents.
- Type accurately using a personal computer.
- Operate standard office equipment.

Skill in:

- Problem solving and critical thinking.
- Utilizing computers and various software applications (Microsoft Office Suite, Utility Billing Software, Accounting Software).
- Verbal and written communication with ability to communicate effectively while maintaining tact and professionalism.
- Establishing and maintaining effective working relationships with the public, other employees, other governmental agencies, and municipal officials.

Education and Experience

- High School diploma or GED equivalent.
- Previous experience working in an office environment.
- Previous municipal/governmental agency experience preferred.
- Previous experience and/or training in utility billing and bookkeeping preferred.
- Must become a Notary Public within a timeframe established by employer.
- Must be willing to obtain further education, training, and certifications as deemed appropriate by the employer.
- Must have a valid driver's license at the time of hire.

Physical Requirements

Seeing and hearing: read documents, computer screen, answer phones,
communicate in person

75-100%

Standing and walking	0-24%
Sitting	75-100%
Climbing, stooping, squatting and kneeling	0-24%
Dexterity: utilizing phone, typing, and writing	75-100%
Lift in excess of 10 pounds	0-24%

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Job Functions

Utility Billing

- Assist new utility customers with utility application process.
- Process utility customer move outs.
- Download account information to meter readers for monthly reading.
- Generate and review monthly utility bills and prepare bills for mailing.
- Process utility payments for deposit and post payment to individual accounts.
- Generate and mail past due notices; prepare shut-off tags for distribution by water department.
- Accept and schedule payment arrangements; contact the customer if payment is not received.
- Generate and review various monthly utility reports.
- Assist the water and sewer departments with various reports and correspondences to the Nebraska Department of Health and Human Services, Nebraska Department of Environment and Energy, and Nebraska Rural Water Association.
- File monthly sales tax report.
- Prepare monthly water and sewer transfers.
- Generate and review various annual utility reports for the financial audit.

Customer Support

- Provide customer service at the counter; provide general information as it pertains to city activities or refer customer to appropriate agency as necessary.
- Answer the telephone and provide information to the caller or take messages and/or refer caller to appropriate source for assistance.
- Assist the general public in the completion of various forms and documents; prepare and distribute various departmental applications and forms.
- Answer inquiries from the general public; receives citizen complaints and handle situation and/or refer individual to appropriate city official for recommendation of resolution; follow through with implementation of final solution for resolution.
- Establish and maintain positive public relations with the general public.

Administrative Support

- Perform a variety of clerical duties such as typing, photocopying, receiving packages, scheduling appointments, preparing reports, filing and providing customer service to citizens and staff as needed.
- Complete assigned errands daily such as making bank deposits, dropping and picking up mail, and delivering various items.
- Operate standard office equipment in the performance of job duties, i.e. fax machine, copier, personal computer, calculator, etc.
- Serve as a Notary Public and notarize documents for the city.
- Assist in preparation of standard operating procedures manual.
- Scan city records for electronic preservation.
- Develop specific goals and plan to prioritize, organize, and accomplish work.
- Assist in creating a positive and supportive work environment; enforce a safe workplace; establish a culture of teamwork and communication; create a workplace that promotes the organizational values of workplace diversity, equity and inclusion.

Performs other duties as required.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.