

JOB TITLE: Billing Clerk  
DEPARTMENT/DIVISION: Office  
REPORTS TO: Borough Manager

### **GENERAL JOB RESPONSIBILITIES**

The Billing Clerk performs a variety of clerical and municipal office support functions requiring an understanding of utility operations billing system, payroll, bookkeeping, general clerical practices, and typing; appropriate telephone etiquette, attention to detail, confidentiality, ability to multi-task, and ability to perform other duties as assigned are critical.

### **SPECIFIC JOB RESPONSIBILITIES**

1. Accept and process applications for utility services, process work orders, prepare monthly utility bills, adjustments, penalties, deposits, and refunds; compiles and maintains accounts receivable, customer files, and records in accordance with defined Borough policies and procedures.
2. Perform routine bookkeeping functions using computerized software packages including but not limited to Microsoft Office Suite.
3. Greet the public in person or via telephone, responding to questions and requests, and referring complex issues to the appropriate person, giving guidance and taking detailed messages where appropriate.
4. Must be able to study, understand, and apply office policies/procedures, laws, ordinances, and regulations as necessary.
5. Process payroll timekeeping records, assists in payroll recordkeeping, update and maintain filing system as directed.
6. Must provide discretion and sound judgment in retaining confidentiality for sensitive municipal operation matters.
7. Must be able to perform duties of other clerical staff and any other duties as assigned.
8. Operate and maintain general office equipment including but not limited to facsimile machine, adding machine, photocopier, bar scanner, 2-way radio, and pager system.

9. Must be able to organize and present clear and concise oral and written reports.
10. Must be able to analyze quantifiable data to produce statistically valid conclusions and recommendations.
11. Must attend continuing education training as directed by the Borough Manager.

### **REQUIRED CREDENTIALS**

1. Must have a valid PA Driver's License.
2. High school diploma or GED required.
3. Two (2) years equivalent experience or any combination of experience and education which provides the required knowledge, proven skills, and abilities; and one (1) year of experience with the Borough as an office clerical staff person.

### **REQUIRED PHYSICAL AND MENTAL CAPABILITIES**

1. Understand and carry out oral and written instructions.
2. Ability to work under pressure to meet established and projected deadlines.
3. Ability to work effectively and cordially with others.
4. Ability to independently and accurately process bookkeeping transactions using computerized software packages.
5. Must be able to lift and move 25 lbs.
6. Must be able to read documents and comprehend written communications and instructions and apply to actual job performance.
7. Must be able to easily hear, listen to, and comprehend verbal communications.
8. Must be able to sit and/or stand for prolonged periods.