

**City of Joaquin is currently taking applications for the position of Utility Billing Manager . Applications can be picked up and submitted to City Secretary at 124 N. Preston St. Joaquin, TX 75954 between the hours of 8 a.m. to 4 p.m. Deadline for applications to be submitted is March 27, 2024 at 4 p.m.**

**Job Title:** Utility Billing Manager

**Job Location:** City of Joaquin – 124 N. Preston St. Joaquin, TX 75954

**Date Posted:** March 19, 2024

**Job Type:** Full-Time

**Compensation:**

Hourly

City Paid Benefits for Employee: Health, Life, Dental and Vision

Texas Municipal Retirement Account

Paid Vacation, Sick, Holidays and Bereavement Leave

**Job Classification:**

Full-Time, Hourly Non-Exempt

Reports to Mayor

**Job Summary:** The Utility Billing Clerk is responsible for technical/clerical position requiring the operation of a computer for a variety of functions to include utility billing and cashier. Work requires the exercise of discretion and is performed with considerable independence within the framework of established policies.

**Essential Job Functions**

Must maintain a professional appearance, respond to all inquiries in a courteous manner with both public and business. Employees are expected to demonstrate a standard of excellence in punctuality, productivity, and a positive workplace attitude.

An employee in this position may be called upon to do any or all the following essential duties:

- A.** Collect and process payment from customers over the counter, through the mail, and from other collection sites.
- B.** Make courtesy phone calls to customers for abnormal meter readings.
- C.** Establish new customer accounts.
- D.** Prepare work orders for service connections, disconnects, and meter problems.
- E.** Communicate with citizens and other City employees the necessary information regarding service, complaints, and other concerns.
- F.** Perform a variety of clerical duties.
- G.** Communicate closely with other City Departments and the Public.
- H.** Perform data input on cycle billing, meter changes, and files maintenance.
- I.** Post readings into the computer and make changes as are necessary to correct accounts.

J. Prepare an assortment of printouts as necessary for the City. Such reports include utility cutoffs, meter changes, and data analysis.

K. Community Center Event rental scheduling, application, and payments.

L. Perform related tasks as required.

**Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment:**

An employee in this class must have the following knowledge, skills, and abilities upon application:

**Knowledge**

- Proper public and telephone etiquette concerning complaints and the receipt of money.
- Modern office procedures and account posting procedures.

**Skills**

- Handle stress effectively without it interfering with performance.
- Organize, set priorities, and exercise sound independent judgment within areas of responsibility.
- Communicate clearly and effectively, both orally and in writing.
- Typing skills, advanced computing skills, Microsoft office knowledge.

**Abilities**

- Interpret and relay instructions and directions.
- Transfer information accurately in writing.
- Accurately handle large sums of money.
- Establish and maintain highly effective working relationships with other employees and the public.

**Job Requirements:**

Possess a valid Texas Driver's License

High School Diploma or equivalent required.

1 year of work experience or an equivalent combination of education and experience to successfully perform the essential duties of the job.

The City of Joaquin is an equal employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.

Posted Casey Anderson on March 19, 2024, at 11:50 p.m. The following were notified: Shelby County Today and Center Broadcasting.