

Job Description:**Nueces River Authority – Utility Billing & Data Entry Clerk – Non-Exempt****General Description:**

This employee performs a variety of moderate to complex clerical tasks and is responsible for maintaining customer utility account data, preparing, and mailing utility bills, entering utility payment and other data into the Authority's computer system, preparing reports, and assisting with citizen inquiries regarding utilities and other Authority services. This employee provides excellent customer service to the Authority's customers and performs related duties as requested.

Supervision Received:

Receives supervision from the Finance Director.

Duties and Responsibilities:

- Greets and acknowledges customers (in-person and over the telephone) and provides accurate and thorough information based on considerable knowledge of utility programs and activities or directs customers to the appropriate Authority representative.
- As directed, acts as a liaison to both internal and external contacts.
- Manages utility consumption and use data provided from field collection.
- Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information.
- Prepares, prints, and mails utility bills.
- Enters utility billing transfers in the Authority's computer system.
- Prepares and prints final utility notices and shut-off directives; works with field staff to notify customers of shut-off deadlines and procedures for turning service back on.
- Posts utility payments into the Authority's computer system.
- Receives and processes payments maintaining security and confidentiality.
- Maintains new and existing customer accounts in computerized system.
- Assist customers in utilizing online services.
- Maintains knowledge of operations to aid customers.
- Operates office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and computers.
- Performs general office support functions.
- Performs other duties as assigned by the supervisor.
- Provides backup for the Administrative Assistant, which includes answering telephones and fielding questions, concerns, and complaints from the general public about any Authority service.
- Provides data entry into financial accounting software.

Minimum Qualifications:

Education and Experience:

- High school diploma or equivalent with excellent computer skills. Associate degree in Business/Accounting or related field. A minimum of three (3) years' experience in customer service, general office procedures, accounting, proficient computer skills, and must be able to multi-task. Experience in a government setting is highly desirable.
- Physical Requirements: Job duties involve some physical effort, i.e., standing, walking, bending, stooping, reaching, or frequent light lifting (5-20 pounds) and infrequent median lifting with assistance (20-30 pounds). Job duty involves extended periods of time sitting and/or standing. Job duties are routinely performed in an office environment with use of computer and multi-line telephone system.

Necessary Knowledge, Skills, and Abilities:

- Should possess excellent organizational, public relations, and communication skills.
- Office administration practices and procedures.
- Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
- Proper public and telephone etiquette concerning complaints and the receipt of money.
- Excellent computer skills, especially typing.
- Advanced uses of word processing, spreadsheet, database, and other standard software to create complex documents and materials requiring the interpretation and manipulation of data.
- Budgeting, recordkeeping, and filing.
- General office practices and procedures.
- Attention to detail.
- Organize, set priorities, take initiative, and exercise sound independent judgement within areas of responsibility.
- Interpret, apply, explain, and reach sound decisions in accordance with regulations, policies, and procedures.
- Organize and maintain office files.
- Compose correspondence from brief instructions.
- Communicate clearly and effectively orally and in writing.
- Understand and follow written and oral instructions both with Authority staff and customers.
- Prepare clear, accurate and concise records and reports.
- Use tact and discretion in dealing with sensitive situations and concerned people and customers.
- Establish and maintain effective working relationship with Nueces River Authority directors, managers, staff, and others encountered in the course of work.