



TROPHY CLUB MUNICIPAL UTILITY DISTRICT NO. 1 JOB DESCRIPTION – UTILITY BILLING CLERK

Title:	Utility Billing Clerk
Department:	Administration
Reports to:	Finance Manager
FLSA Grade:	Non-Exempt
Salary Range:	\$42,850-\$64,815

GENERAL SUMMARY

The Utility Billing Clerk, under the direction of the Finance Manager, supports the District's daily operations by providing excellent customer service and handling utility billing tasks. This role processes monthly bills and payments, maintains customer accounts, schedules service work orders, and responds to customer questions and concerns. The position also prepares billing reports and works with other departments to ensure accurate and efficient service.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Responds to customer inquiries and works collaboratively with the public and staff to resolve water and wastewater-related issues.
- Identifies potentially escalated customer concerns and takes appropriate action to resolve issues and prevent recurrence.
- Performs a variety of billing functions, including processing and posting utility payments, credit card and bank draft transactions, customer deposits, and delinquent payments; balances totals against weekly deposits and prepares related reports.
- Executes monthly billing processes such as generating utility bills, issuing late notices and disconnect notices, and applying penalties in accordance with policies.
- Maintains customer utility accounts, including setting up new accounts, processing transfers, disconnections, reconnections, and updating account contact information.
- Reviews meter data for accuracy, identifies incorrect readings, generates re-read lists, and updates customer accounts as needed.
- Recommends bill adjustments for winter averaging or water usage based on District policies.
- Ensures that all utility billing and customer service procedures are properly documented, communicated, and organized.

- Prepares monthly and annual reports as requested by the Finance Manager.
- Performs other related duties as assigned.

QUALIFICATIONS

Required Education and Experience

- High school diploma (or GED equivalent).
- 2-3 years of water utility billing experience is preferred.
- Experience with Tyler Incode ERP Pro 10 software is preferred.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities.

Required Licenses or Certifications

- Valid Texas Class C driver's license

SUPERVISION

- This position has no supervisory responsibilities.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Principles and practices of customer service, work order processing, and billing systems.
- Business English, including grammar, spelling, punctuation, and sentence structure.
- District policies, procedures, regulations, and standards.
- Modern office practices, procedures, and equipment, including computers and related software.

Skill in:

- Providing professional and courteous customer service.
- Reviewing, monitoring, and prioritizing multiple work assignments.
- Establishing and maintaining effective working relationships with coworkers and the public.
- Managing multiple tasks efficiently and adapting to changing priorities.
- Performing basic mathematical functions, including addition, subtraction, multiplication, division, and percentages.
- Compiling and interpreting numerical and analytical data to support sound decision-making.
- Utilizing personal computers, including word processing, spreadsheet, and database applications.

**TROPHY CLUB MUNICIPAL UTILITY DISTRICT NO. 1
JOB DESCRIPTION – UTILITY BILLING CLERK**

- Operating multi-line phone systems and standard office equipment such as adding machines.

Ability to:

- Communicate effectively in English, both orally and in writing.
- Meet work schedules and deadlines consistently.
- Understand and follow oral and written instructions accurately.
- Organize and maintain both paper and electronic records efficiently.
- Maintain confidentiality and professional boundaries in all interactions.
- Respond appropriately and professionally to customer inquiries and concerns.
- Learn and adapt to new software applications as required.
- Demonstrate flexibility in daily tasks and responsibilities.
- Prepare clear, concise, and accurate financial reports.
- Maintain punctual and reliable attendance.

PHYSICAL ABILITIES:

- While performing the duties of this class, an employee is regularly required to talk, hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment and computer; and reach with hands and arms.
- An employee is frequently required to sit, walk, and stand.
- Specific vision abilities required by this job include close vision and the ability to adjust focus to reading and operate office and computer equipment, as necessary.
- While performing their duties, employees are required to use written and oral communication skills; observe and interpret people and situations; learn and apply the latest information or skills; perform detailed work; and interact with staff and others encountered in the course of work.

WORKING ENVIRONMENT:

Climate controlled/indoor office conditions.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert physical effort, and the ability to lift, carry, push, and/or pull objects and materials (10-20 pounds). Walk, stand, and sit for extended periods of time.

Sensory Requirements: Some tasks require visual perception and discrimination and oral communication ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes,

**TROPHY CLUB MUNICIPAL UTILITY DISTRICT NO. 1
JOB DESCRIPTION – UTILITY BILLING CLERK**

temperature, and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

The above describes the general nature and level of work to be performed as of the date this Job Description was last formally updated. The above is not an exhaustive list of all required responsibilities, duties, and skills. Other duties and assignments may be added to the list of job duties and/or required from time-to-time.

ACKNOWLEDGEMENT

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this position. This is not an exhaustive list of all duties and responsibilities. The district reserves the right to amend and change responsibilities to meet business and organizational needs, as necessary. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. Related experience/education beyond the minimum stated may be substituted where appropriate.

I have read and agree that the contents of this job description accurately reflect what is expected of me in this position.

Employee's Signature

Date

Employee's Printed Name

Date