

## Job Information

Job title	<b>Utility Clerk</b>		Job Code: CLKUT	Pay Grade: E
Title of immediate supervisor	Manager of Revenue Services			
Department/Division	Finance / Revenue Collection			
Prepared by	N. Pallan			
Date Created	April 7, 2016	Revised date	June 2022	

## Job Purpose

Performs daily activities related to utility metering and billing functions. Responds to routine counter, telephone, electronic or written enquiries from the public, outside agencies and other departments regarding utility billing. Receives payments and performs clerical functions for the Utility Billing section.

## Duties and Responsibilities

- Processes payments for utility accounts.
- Enters customer payments and adjustments into the Utility Billing System.
- Updates utility billing account information.
- Provides verbal and written factual information related to utility billing on the phone and at the counter.
- Uses calculations to compute utility billing charges and late payment penalties.
- Maintains filing for the Utility Billing Section.
- Types a variety of routine memos, letters and forms.
- Assists with processing and verifying meter readings, determines cause for errors, and makes corrections and estimated readings accordingly.
- Assists in processing account adjustments and other tasks as required.
- Performs other related duties as required.

## Qualifications

- Grade 12 or equivalent, supplemented by post-secondary courses in accounting or office administration.
- One year of experience in an accounting office environment and dealing with the public.
- Working knowledge of spreadsheets and word processing (Excel and Word).
- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 40 wpm.

## Physical Requirements

No physical activity required.

## Working Conditions

Works in an office environment.