



**JOB DESCRIPTION**  
**PART TIME**  
**UTILITY BILLING CLERK**

**Hours:** 9:00 A.M. to 5:00 P.M. Tuesday - Friday

**Supervisor:** Deputy City Secretary/City Secretary

**Job Summary:** The Utility Billing Clerk will be responsible for the utility billing operations of the City as well as other general office duties. This position will have intense continuous contact with the public and the employee will be required to exercise tact and diplomacy at all times.

**Principal Duties and Responsibilities:**

1. Professionally and courteously greet all people coming into or calling the office and direct visitors or callers to appropriate person.
2. Support customers with problems and complaints by explaining policies and procedures as set out by the City Council and direct unresolved problems or complaints to the appropriate person.
3. Processes work orders and direct them to the appropriate department and maintain a file of completed work orders.
4. Prepares meter read sheets, inputs meter readings, print and mail utility bills, notify delinquent customers and initiate cut-off-procedures when necessary.
5. Collect and post payments received by the City.
6. Be familiar with City Ordinances that affect policies and fees as set by the City Council.
7. Issue building permits, solicitor permits, vendor permits, and miscellaneous permits as required by City Ordinances. Direct applications for such permits. Direct communication between customer and permit inspector. Distribute permits and collect fees for each.
8. Communicate with persons with returned checks or drafts and collection of each. Also pursues collection of delinquent utility accounts.
9. Maintain an ethical and professional atmosphere in the office environment.
10. Any other duties as determined by the City Council, City Manager, Deputy City Secretary or City Secretary.
11. Comply with the philosophy of the City Council.

**Equipment to be operated:**

Computer, calculator, typewriter, telephone system, copy machine, postage meter, and other miscellaneous office equipment.

**Working conditions:**

The job site will be the City Hall in Lockney, Texas.

Limited amounts of travel will be required to attend meetings, seminars, and conferences.

**Physical demands:**

Stressful position requires good general health. Requires sufficient physical strength and stamina to lift and carry up to 10 pounds and push, pull or drag up to 25 pounds of documents and other office supplies and equipment. Must be able to stand for extended periods of time. Must be able to sit and enter data into a computer for extended periods of time. Employee must communicate effectively and courteously with customers and other employees in person and on the telephone; answer questions about utility customer service, read computer screens and printouts; and compute, prepare and balance cash daily. Required to be punctual, efficient and self motivated. Must be able to work under pressure and/or frequent interruptions.

**Education and experience requirements:**

This position requires a high school diploma or GED with experience or educational training in general secretarial skills.

This position requires exceptional professionalism and “people skills.”

**Selection guidelines:**

Formal application, rating of education and experience; oral interviews and references check.

**Term of employment:**

The City of Lockney, through its City Manager, reserves the right to terminate or demote an employee appointed to this position or to eliminate this position at any time with or without cause.

The City of Lockney is an Equal Opportunity Employer. The City of Lockney does not discriminate based on race, color, notional origin, sex, religion, age, or disability.