

MERCHANTVILLE-PENNSAUKEN WATER COMMISSION
POSITION OVERVIEW

CUSTOMER SUPPORT – BILLING CLERK

Department:	Customer Support
Facility:	Administrative Headquarters – Westfield Avenue
Supervisor:	Billing Supervisor
Revision:	June 2012
Education:	Minimum of Associates Degree in Business Administration or Accounting preferred, but not required. High School graduate with demonstrated competencies through work experiences in billing and customer service shall be considered.
Residency:	Residency in either Pennsauken Township or the Borough of Merchantville is required at time of employment and maintaining such residency is a term and condition for continued employment.
Certification:	Licenses not required for this position. Higher Education encouraged.
Skills Needed:	Knowledge of billing procedures and customer account management. Proficient with administrative and clerical functions Must possess effective communications skills (verbal, written) Must be capable of reading/writing the English language Bi-lingual (Spanish-speaking) preferred, but not required. Must possess good inter-personal skills and ability to work cooperatively with co-workers, customers and outside agencies. Must be computer literate and possess demonstrated experience with the Microsoft Suite, specifically Excel and Word. Experience with commercial utility account billing software and data collection systems preferred, but not required. Demonstrated experience with general accounting and bookkeeping principals required. Ability to manage multiple priorities with deadlines attached accurately and effectively. Ability to cross-train to support other office/administrative functions Detail-oriented, focus on accuracy and timeliness required. Maintain appropriate level of confidentiality with private information

Position Overview

This administrative person reports directly to the Billing Supervisor, and is responsible for; assisting with the downloading of meter readings, the verification and reconciliation of the data, input of the data and the generation of appropriate customer bills. This shall include account review, adjustment and customer assistance relative to same. The Billing Clerk also assists with collections/customer assistance, at the counter during business hours. Billing Clerk should possess previous cash receipts skills and handling experience and general clerical/office skills.