

TOWN OF ABITA SPRINGS

Job Description: Utility Clerk

Band: Specialist

Job Purpose

The Utility Clerk performs administrative work supporting utility department activities performing a variety of accounting and clerical tasks; processing and recording accounts and other technical accounting transactions, working in compliance with established procedures.

Reports to: Utility Manager

Responsibilities

In addition to following Town policies and procedures, principal accountabilities include, but are not limited to:

- Assist in meter reading oversight by identifying errors, generating work orders for re-reads, preparing work orders for problems.
- Assist in the utility billing process by generating late notices, mailings, etc.
- Manage new utility customer account process, receiving information and deposits, setting-up accounts, generating work orders, maintaining records and accounting.
- Assist with accounts receivable activities on utility accounts for balance sheets, customer payments, bank deposits, Utility Assistance Funds, etc.
- Generate work orders on final utility accounts, refund letters and checks.
- Manage past-due accounts for collections, NSF payments, and payment arrangements.
- Manage garbage and recycling administrative tasks such as service requests, missed pick-ups, complaints.
- Assist with Abita Springs Opry inquiries, ticket purchase, etc.
- Assist with Clerk of Court activities/inquiries on citation pricing, payments, etc.
- Prepare and deliver Utility reports to Town Council.
- Provide administrative back-up to other departments as needed.

Job Qualifications

- High school diploma or GED equivalent, and 1 year of accounting or combination of education and experience
- Basic accounting software knowledge and skill
- Microsoft Office proficiency
- Customer Service mindset

Direct Reports

- none