

Job Title: Water Billing Clerk

Department: Water/Sewer

Reports To: Village Administrator

Starting at \$18/hour

Position Summary

The Water Billing Clerk is responsible for the accurate collection and recordkeeping of water and sewer accounts for village residents. This position ensures timely billing, payment processing, customer account setup, and preparation of reports while maintaining confidentiality and accuracy. The Water Billing Clerk works directly under the supervision of the Village Administrator.

Essential Duties and Responsibilities

- Print and prepare monthly water and sewer bills
- Mail water and sewer bills to residents
- Receive and process in person, mail and online payments
- Accurately post payments to customer accounts
- Prepare and maintain shut-off list for delinquent accounts
- Mail delinquent notices and shut-off warning letters
- Set up new water and sewer accounts for residents
- Calculate and apply water credits for pool fill-ups during pool season
- Prepare daily deposits and get them to the Fiscal Officer {must be done daily}
- Prepare end-of-year water and sewer billing reports
- Maintain accurate billing records and files
- Respond to basic billing inquiries from residents
- Perform other related duties as assigned by the Village Administrator

Knowledge, Skills and Abilities

- Knowledge of basic accounting and billing procedures
- Ability to maintain accurate financial and customer records
- Proficiency with office equipment and billing software
- Strong attention to detail and organizational skills

- Ability to handle confidential information responsibly
- Effective written and verbal communication skills

Minimum Qualifications

- High school diploma or equivalent
- Clerical or billing experience preferred
- Experience in municipal billing or utilities is a plus

Work Environment

This position is performed primarily in an office setting and requires regular interaction with residents and village staff. This is a **part time position** which requires 20 hours a week. Regular business hours would be 8am-12pm Monday – Friday.

To apply, please send a letter of interest and resume to Village Administrator, Jason Flory, at flory@crestonvillage.org.