



**TITLE: Customer Service Clerk III**  
**PG: GI**  
**DEPARTMENT: Public Utilities – Gas/Water**  
**REPORTS TO: Customer Service Manager**  
**REVISION DATE: JULY 2022**

**PURPOSE OF POSITION:**

The purpose of this position is to perform responsible clerical and technical accounting work involving utility customer accounts and the preparation and/or maintenance of fiscal or related records.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

1. Prepares and maintains utility customer account records and files.
2. Prepares daily cash reports and bank deposit.
3. Balances payment reports from cashier and customer service clerk I.
4. Maintains records for letters of credit, deposits, and surety bonds.
5. Maintain all records and files for cross-connection control program, including inspection reports, surveys, notification letters, and inspection charges.
6. Processes final accounts, including transfer final balances and maintains final account checkbook.
7. Maintains septic tank hauler permits and accounts.
8. Processes and maintains daily service order report and completes service orders.
9. Prepares adjustments.
10. Assists customers with utility service requests and utility account information.
11. Collects, processed, and accounts for payment of utility bills and fees.
12. Processes meter and service orders, sets up and maintains computer records.
13. Receives telephone calls from customers regarding new services, transferring accounts, discontinuing service, change of address, bank drafts, cut on, cut off and billing problems.
14. Takes applications for new services, collects appropriate fees, assigns account numbers, sets up meter cards, and prepares meter orders.
15. Receives customer inquiries, searches out information, answers customer questions.
16. Prepares applications for utility accounts.
17. Post and balances bad debt payments and prepares financial reports.
18. Gathers, assembles, tabulates, checks, and files financial data.
19. Posts, checks, balances, update utility accounts on the computer.
20. Accounts for checks and cash received daily and balances against receipts.
21. Files various fiscal transaction documents.
22. Searches documents for posting errors.
23. Post bank drafts and prepares for bank.
24. Types service orders, requisitions, and correspondence.
25. Regular and predictable attendance.
26. Ability to work in a cooperative manner with others.
27. Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- High School Diploma/GED.
- One (1) year recent work experience with bookkeeping or general office work, preferably as a cashier or data entry clerk; some experience in dealing with the public and utilizing computerized systems preferred.
- A minimum of six (6) months experience as a Utility Customer Service Clerk I preferred; or an equivalent combination of education, experience, and training.
- Must be bondable.
- Must have a valid driver's license.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- General knowledge of bookkeeping terminology, methods, procedures and equipment.
- General knowledge of standard office practices, techniques, procedures and equipment.
- General knowledge of utility billing policies and procedures.
- Ability to operate standard office machines, including cash register and multiple computer systems.
- Ability to follow a wide variety of established detailed work procedures.
- Ability to post accounts and to perform mathematical computations with speed and accuracy.
- Considerable knowledge of procedures relating to the processing of a wide variety of types of records.
- Ability to establish and maintain effective working relationships with the general public, staff and City officials.
- Ability to establish and maintain effective and professional working relationships with vendors, finance staff, other department heads and governmental officials.
- General knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to communicate effectively with other members of the staff, supervisor, and the public.
- Ability to communicate in both written and verbal form.
- Ability to develop, interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations.
- Organizational and time management skills needed to meet deadlines.
- Must have ability to work accurately with attention to detail.
- Ability to maintain confidentiality.

**PHYSICAL REQUIREMENTS:**

This is light work requiring the exertion of up to 20 pounds of force occasionally and 10 pounds of force frequently and a negligible amount of force constantly to move objects, work requires reaching, fingering, grasping, and repetitive motions; work requires frequent standing; vocal communication is required for expressing or exchanging ideas by means of the spoken word including through a drive-up window; hearing is required to perceive information at muffled and normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

**WORK ENVIRONMENT:**

Work is in an office setting, in generally comfortable conditions. The worker is subject to inside environmental conditions.

*The City of Gallatin is a drug-free equal opportunity employer, with policies of non-discrimination on the basis of race, sex, religion, color, national or ethnic origin, age, disability, military service, or political affiliation.*

*In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

EMPLOYEE NAME (PLEASE PRINT): \_\_\_\_\_

EMPLOYEE SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_