



Town of Lake Hamilton

Position Announcement

POSITION TITLE: Multi-Tasking Administrative Utility Billing Specialist DATE OPENED: 8/20/19
DEPARTMENT: Finance/Water HIRING WAGE: \$13.30 (DOQ)
PAY RANGE: \$13.30 – \$16.83 Hourly

Applications accepted until Tuesday, September 3, 2019.

Expected start date, Tuesday, October 1, 2019.

Job application is attached to this notice. It is also online at:

<http://www.townoflakehamilton.com/images/2017/employment%20application%20updated%2010.17%20fillable.pdf>

SUMMARY

Perform a variety of receptionist and administrative duties for the town departments. Provide prompt and courteous service to customers in person and on the phone. Oversee the utility billing department.

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent;
- (B) General understanding of municipal office procedures;
- (C) Advanced computer skills;
- (D) Preferred Bi-lingual English and Spanish
- (F) Ability to collect monetary payments; enter such payment; provide receipt for such payment and make correct change for such payment if need (without the help of a register).

Necessary Knowledge, Skills and Abilities:

- (A) Some knowledge of office procedures in a municipal setting;
- (B) Advanced experience with Microsoft Office software; some experience with municipal utility billing;
- (C) Ability to prepare, organize and maintain reports and filing systems; Ability to communicate effectively orally and in writing; Ability to establish and maintain effective working relationships with citizens, employees, supervisors and the general public; Ability to follow verbal and written instructions;
- (D) Must be able to establish and maintain effective working and professional relationships with Town and other public employees/officials, Department members, legal professionals, and the general public. The position requires the ability to communicate effectively and have interpersonal, public relations, problem solving/stress management and self-discipline skills.

Additional Requirements for employment:

- (A) Must possess a valid Florida Class E driver license
- (B) Pursuant to Florida Crime Information Center, must pass applicable post offer pre-employment testing, fingerprinting, background and credit check selection process requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform routine clerical and administrative work by answering phones; disseminate mail; filing papers, records retention.

Receive the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Submit and track work orders for maintenance request.

Receipt all cash, checks, credit cards, electronic payments and enters the same into the accounting system.

Prepare documents for filing, copying and mailing. Assist with meeting agenda preparation.

Process new utility accounts. Close utility accounts. Prepare monthly delinquent report.

Responsible to perform all aspects of the monthly water meter reading.

Print and mail utility billing cards at end of month.

Process paperwork for Permits to include building, special, golf cart and other permits.

Provide administrative assistance to the following additional departments: Community Development; Public Works; Police; Town Council.

Assists in communicating official plans, policies and procedures to the general public.

Maintains inventories and ordering of office supplies and materials.

Performs additional duties as assigned, which may include projects/special assignments; attending town special events; and attending meetings and/or training.

THE ENTIRE JOB DESCRIPTION CAN BE VIEWED ON THE TOWN'S WEBSITE UNDER THE EMPLOYMENT TAB. OR EMAIL SARA@TOWNOFLAKEHAMILTON.COM FOR A COPY.