



Town of Lake Hamilton

The Town of Lake Hamilton is an Equal Employment Opportunity Employer

Job Title	Customer Service Clerk	Starting Salary	\$16.85 Hourly
Department	Utility Billing	Regular Hours	Monday – Friday 8AM to 5PM
Location	Lake Hamilton, FL – Town Hall		
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<input checked="" type="checkbox"/> Non-Exempt / <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Full-Time / <input type="checkbox"/> Part-Time <input checked="" type="checkbox"/> Permanent / <input type="checkbox"/> Temporary / <input type="checkbox"/> Seasonal			
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Position Function/Nature of Work:

This is clerical work receiving and accounting for cash and negotiable instruments for payment of utility billing and permitting fees and performing varied customer services to establish and maintain utility customer account. Work is performed under the direction of the Finance Director.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

Essential Duties: The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receives and processes utility payments, deposits and other payments received from customers in person, through the mail and via internet; responsible for cash drawer management and operation of credit card processing machines.
- Process new utility accounts. Close/disconnect utility accounts. Assist with preparation and management of monthly delinquent report.
- Create, print, and mail utility billing cards at end of month.
- Assists in maintaining accurate work records and files of customer accounts, records, reports, and adjustments.
- Research account problems through records.
- Corrects, verifies, and reconciles all cash and mail receipts on a daily basis.
- Discusses billing and/or other charges with customers and explains departmental policies, pertinent rules, and regulations.

- Communicates with Utilities Service Department to resolve customer problems, meter reading issues, work orders and new construction meter installation.
- Processes Utilities work orders.
- Posts payments to various files via computer terminals.
- Attends work on a continuous and regular basis.
- Reviews, routes and/or processes correspondence and assists with record disbursement.
- Performs other related duties as directed or required by the Finance Director or Town Staff.
- Other duties as assigned.

Knowledge/Skills/Abilities:

- Preferred Bi-lingual (English & Spanish). Preference given to Bi-lingual candidates if primary minimum qualifications are met.
- Ability to demonstrate computer software knowledge and navigation (Microsoft Office – Excel, Word, Outlook).
- Knowledge of general office equipment and machinery.
- Independent self-starter with ability to adapt to a frequently changing, fast-paced environment; able to perform with minimal supervision.
- Excellent communication skills.
- Ability to work effectively with co-workers and the public.
- Knowledge of Town utility operations, ordinances, policies, and procedures.
- Knowledge of principles of cash collection and control, customer accounting and multiple software systems.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively under pressure.
- Ability to operate mail processing equipment.

Minimum Requirements/Qualifications:

- High School Diploma or GED equivalent.
- Must be willing to learn and demonstrate a positive attitude.
- Minimum of (2) years of customer service, office, and cash/check handling experience.

Other Requirements:

- Must be 18 years of age or older.
- Must possess a valid State of Florida drivers' license.
- Must possess an honorable military discharge if applicant has been service connected.
- Must be a United States citizen or naturalized citizen.
- Must pass a physical examination and drug urinalysis test.
- Must not have been convicted of a felony.
- Must be fluent in the English language; ability to communicate in Spanish is a plus.
- May be required to perform computer software skills test or related assessments.

Licenses/Certifications:

N/A

Comments:

This position may be required to report for work when a declaration of emergency has been declared in Polk County.