

Utility Billing Clerk

POSITION SUMMARY

This full-time, 40-hours-per-week position is responsible for managing the complete utility billing process for the City of Oberlin's electric, water, sewer, and trash utilities, performing general clerical duties, maintaining accurate records, and assisting citizens. Strong communication, organizational, and public relations skills are required.

ESSENTIAL FUNCTIONS

- Serve as the primary contact for the City of Oberlin's electric, water, sewer, and trash utilities, managing all aspects of the utility billing process.
- Use MS Word, Excel, and other computer applications proficiently.
- Maintain precise utility records and ensure accurate monthly billings.
- Manage delinquent accounts and coordinate utility disconnections.
- Answer incoming telephone calls and address questions, concerns, and grievances from the public.
- Perform general clerical duties, including typing, filing, and photocopying.
- Balance cash receipts and the cash drawer daily.
- Manage the Oberlin Cemetery schedule and records, including the digital directory.
- Assist in processing zoning permits.
- Communicate and follow up with customers when issues arise.

MARGINAL FUNCTIONS

- Assist other departments as needed.
- Prepare and print reports.
- Perform other duties as assigned.

REQUIREMENTS

- U.S. citizen
- High school diploma or equivalent
- Valid driver's license
- Bondable