



JOB TITLE: P/T Utility Billing Clerk and Customer Service Representative

General Purpose/Description of Job

This position is responsible for utility billing and collections and other technical, clerical, and related responsibilities to support the utilities and administration departments within the Town of Micro. In addition, the position serves as the primary front-line person to greet and assist residents/customers that come into the Town Office for all services (not just utilities), information, and guidance. The requirements include solid skills in customer service, attention to detail, accuracy, and follow-through. Work requires flexibility, the ability to take instruction/direction, as well as the ability to work independently, exercise of discretion, and ability to perform work within the framework of established policies.

Essential Duties, Role and Responsibilities

- Greet customers at the counter in Town of Micro Public Works/Business Center (Town Hall) and assist them with all their needs and/or assess their needs/concerns and direct them to the appropriate source if required.
- Collect and process payments from customers over the counter, through the mail, and via other collection means for fees, utility payments, and a variety of other town services.
- Work closely with the Public Works and Water/Sewer staff, notifying them of work orders, issues, concerns for all utilities including water, sewer, trash collections, streets/roads, and other services.
- Oversee and conduct the utility billing process every month, receiving meter readings, entering/ encoding the data into the system, and generating file to forward to billing company.
- Make courtesy phone calls to customers for abnormal meter readings, payment issues, and other concerns.
- Maintain customer accounts, establish new customer accounts and close out accounts.
- Set up payment arrangements.
- Prepare work orders for service connections, disconnects, and meter problems, other issues.
- Process requests for billing adjustment.
- Work closely with the Town Administrator/Town Clerk and Finance Officer.

Essential Knowledge, Skills, and Abilities

- Knowledge, skills, and ability to perform all essential duties listed above in Essential Duties, Roles, and Responsibilities section.
- Thorough knowledge, and/or ability to acquire, of municipal government operations, policies, ordinances, and state and other laws and regulations, especially those related to job duties.
- Excellent interpersonal communication skills for dealing with the public, co-workers, elected officials, and others.
- Ability to deal with complaints and upset individuals, while maintaining a positive attitude and ability to respond in a professional and understanding manner.

Desirable Education and Experience

- At least a high school diploma/GED. At least three successful years' experience in customer service and/or municipal government experience are desirable.
- NC Notary Public preferred OR willingness/ability to obtain within 3 months of employment.
- Previous experience working with Southern Software is highly desirable.

Work Schedule/Salary/Benefits

- This is a part-time, nonexempt hourly position. Hours would be Monday – Thursday; 9:30 – 4:00, with some flexibility if required.
- Hiring range \$20-\$24/hour; commensurate with experience.
- Accrual of vacation and sick time, as well as paid holidays; pro-rated based on actual hours worked.
- Town contribution to NCLGERS with at least 1,000 hours annually.

***Please submit your resume via email
townclerk@townofmicro.com or feel to drop it off
personally at the town offices located at 450 US 301N. Do
not hesitate to call or email with any questions.***