



City of Lorena
107- A S. Frontage Road
Lorena, Texas 76655
(254)857-4641 Fax(254)857-4118

UTILITY BILLING CLERK

SUMMARY OF POSITION:

1. Provides customer service duties handling incoming calls and counter customers not limited to utilities.
2. Compiles data and operates a computer terminal in performance of clerical duties.
3. Receives payments and reconciles payment records.
4. Cross train and back up other office staff.

EXAMPLES OF WORK:

1. Answers customer service inquiries and complaints.
2. Receipts all incoming payments for water, sewer, and/or garbage.
3. Posts payment information to customer accounts.
4. Takes deposits for water, sewer, and garbage services as well as orders for new water and sewer taps.
5. Takes customer service calls such as leaks, rereads, etc., writes work orders and repair orders.
6. Prepares and sends customer billing and late notices.
7. Files meter orders, payment records, and repair orders.
8. Operates various types of office equipment, i.e. computer, calculator, copy machine, collator, postage machine etc.
9. Maintains inventory of supplies used.
10. Performs such other duties as may be assigned.

HOURS: Full-time M-F 8am-5pm

SALARY: DOE

BENEFITS: Medical, Dental and Vision Insurance
TMRS retirement, 14 Paid Holidays