

## Utility and Billing Clerk

The Village of Pardeeville is seeking an individual with qualified experience as their Utility & Billing Clerk. This is a full-time position with benefits, at a wage of \$22/hour. A full job advertisement with detailed job description can be found on the Village website at [www.villageofpardeeville.net](http://www.villageofpardeeville.net) or picked up from the Village Office located at 114 Lake Street in Pardeeville. Applications along with a resume are to be submitted to Denise Vater, Village Clerk/Treasurer. Applications to be reviewed as they come in. Position shall remain open until filled.

# Utility and Billing Clerk

## Position Summary

The Utility & Billing Clerk is a full-time, hourly position that reports to the Administrator/DPW. The employee performs a variety of accounting, bookkeeping, and clerical tasks and assists in the maintenance of related fiscal records. The work is performed under the guidelines under Village Policy, the Public Service Commission and Village ordinances.

## Essential Duties:

1. Answer telephone calls regarding customer questions to their utility accounts and Village.
2. Manage all payments from customers, payment drop box, and mail on a daily basis.
3. Do computer entry of check and cash payments and adjustments as necessary, process credit card payments through PSN, make all utility bank deposits, and ensure that the General Ledger is accurately updated.
4. Prepare monthly for disconnection/delinquent notification by generating notices to be mailed, initiating telephone contact with each delinquent customer, and subsequent Landlord notifications.
5. Download handhelds each month for meter readings.
6. Complete the monthly printing and mailing of all Utility bills. Print reports, close cycle and prepare for next month.
7. Manage and negotiate Deferred Payment Agreements with utility customers to find solutions that enable the customer to successfully gain “current” status on their account.
8. Review and update Equal Pay customer accounts twice annually; analyze account data to determine if payment amounts need to be changed based on the past 6 months’ usage/billing, customer notification, and adjusting accounts as necessary.
9. Work closely with Energy Services to assist qualifying utility customers in obtaining financial assistance based on payment history, usage, etc.
10. Enter and file monthly PSC reports for PCAC.
11. Prepare yearly certification for Tax Roll.
12. Assist the Village Administrator/Director of Public Works with the PSC annual reporting (electric and water).
13. Work with the Village auditors on conventional rate cases, when needed.
14. Maintain utility inventory for electric, water, and sewer (cost/value) – also relating to the annual report for the PSC.
15. Maintain a log of all drilled wells and sand points in the village, ensuring that they are inspected and permitted as necessary.
16. Track, coordinate and schedule Cross Connection Inspections (CCI) for all residential, commercial, and public authority water utility customers per DNR requirements.
17. Back up the Village Clerk/Treasurer with accounts payable, payroll, and Elections as needed.
18. Assist with annual tax collections, pet licensing, park shelter reservations, and other permits and licensing.
19. Order and maintain utility supplies along with custom printing.

## Education & Skill Requirements

1. 1 year experience in Utility Billing and Civic System software or similar.
2. Three years’ office experience *or* an associate’s degree in Business or Accounting.
3. Ability to maintain the confidentiality of all Village of Pardeeville and client-related concerns.

4. Ability to understand and effectively carry out verbal and written instruction.
4. Knowledge of business correspondence format and procedures.
5. Ability to work with a minimum of supervision once on-the-job training is complete.
6. Ability to establish and maintain positive and professional working relationships with the general public and other staff members.

### **Physical Requirements**

1. Ability to lift/carry/push/pull at least 25 pounds
2. Ability to sit for extended periods of time.
3. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing, and walking

The above list of job duties is not all-inclusive. Management reserves the right to revise them as they deem necessary.

*The Village of Pardeeville is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

*Updated: 07/25/2023*