JOB DESCRIPTION

SANITATION BILLING CLERK

Department:	Public Works	**Classification:**	17
Division:	Administration	**FLSA Status:**	Non-Exempt
Reports to:	Public Works Director	**Safety Sensitive:**	No
		Bargaining Unit:	Teamsters Local 14
		Date Approved:	2011

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with specified positions. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, description/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Under the general supervision of the Public Works Director maintain sanitation accounts and account balances through daily administration of customer payments. Perform duties and tasks related to the central information, telephone, parcel and mailing center; general cash receipting.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Answer incoming calls with courtesy and proper phone etiquette.
3. Correctly direct inquiries to appropriate individuals or department.
4. Works with the public in establishing new sanitation accounts, initiating start up garbage and sewer services.
5. Prepares interim period Sanitation billings.
6. Prepares and mails sanitation quarterly billings, as well as delinquency and shut-off notices; file liens on delinquent accounts and initiates shut-off; file lien releases, initiates restoration of services and maintains account records.
7. Assist title companies concerning ownership changes.
8. Maintains files for tracking all garbage containers.
9. Establishes and maintains accounts with automatic withdrawal for sanitary service customers.
10. Maintains accuracy of sanitation subsidiary A/R ledger on a daily basis through daily postings of cash receipts and posting approved adjustments. Reviews aging reports for collection purposes and initiating shut off due to delinquency.
11. Assist in collecting and disseminating mail; initiate UPS/FedEx packaging/mailing as needed; post all outgoing City Hall mail; maintain postage equipment.
12. Assist with accepting cash receipting.
13. Be dependable and meet acceptable attendance requirements at all time.
14. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

A. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
B. Perform other related duties as assigned.
C. Be willing to attend job-related training on and off-site as needed.
D. Follow all applicable safety rules and regulations.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- English usage, spelling, grammar punctuation and vocabulary.
- Modern officer procedures, methods and computer equipment.
- Various applications of Excel, Word, Word Perfect, Access and Caselle software and UPS Accounting.
- All City functions to provide information and direction to the public.
- Customer service needs and delivery.
- Exceptional filing skills.
- Telephone procedures and etiquette.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Receive certification in customer services
- Handle customer accounting/billing services for Sanitation.
- Exercise judgment in appraising situations and making decisions.
- Accounting skills needed to perform customer account reconciliations.
- Be proficient in cash handling skills.
- Perform multi-tasks.
- Create and maintain a filing system.
- Type at a speed necessary for successful job performance.
- Establish and maintain effective working relationships with those contacted in the course of work, including a variety of City officials.
- Deal tactfully and effectively with public contacts in relatively adverse situations.
- Work flexible hours that will include Split shift, evenings, weekends, and holidays.
- Be dependable and punctual.
- Be honest and accountable.
- Be proficient in computer skills to include the following applications, Excel, Word, Access, Sire, and Caselle.
- Speak and communicate in English and Spanish is preferred.

Experience, Education and Training:

Any equivalent combination of training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: High School diploma or G.E.D. An Associate's degree in business, accounting or related field preferable.

Experience: Two (2) years experience in business, accounting or related field..

Training: Speak and write Spanish fluently preferred.

License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Class "C" driver's license.

WORKING CONDITIONS

Work is performed under the following conditions:

Duties require sufficient mobility to work in a typical office setting and use standard office equipment; sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Occasional physical exertion is present when bending, twisting, reaching, standing, walking and stooping. Must be able to handle occasional stressful situations and must carry/lift/push or pull loads up to 30lbs.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved: June 2011
May 2013 (Format)
October 2013 (update)