



CITY OF BANDERA

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Job Title: Utility Clerk
Department: Utility Services
Reports To: City Treasurer
FLSA Status: Non-exempt

Summary

The Utility Clerk for the City of Bandera is responsible for performing clerical duties associated with utility billing and customer service. This position involves regular interaction with the public, accurate data entry, maintaining utility records, and assisting with the preparation and processing of utility billings and payments.

Essential Duties and Responsibilities

- Greet customers and respond to inquiries regarding utility accounts, services, billing procedures, and general customer service issues.
- Process new utility account applications, transfers, disconnects, and adjustments accurately and efficiently.
- Generate, print, and mail utility bills on a monthly cycle, ensuring accuracy of customer data and account balances.
- Receive and process payments, balance cash drawers daily, and prepare deposit transactions.
- Maintain accurate customer account records and documentation, ensuring data integrity and compliance with records retention policies.
- Investigate customer complaints, billing discrepancies, or service issues, providing timely and courteous resolution.
- Coordinate with utility department staff regarding account status, service requests, and maintenance issues.
- Prepare routine correspondence and reports related to utility billing and customer accounts.

Qualifications

Education and Experience:

- High school diploma or equivalent required.
- Preferred one year of clerical or customer service experience.

Skills and Abilities:

- Strong customer service and interpersonal skills.
- Proficiency in Microsoft Office Suite and experience with utility billing software.
- Exceptional organizational and record-keeping abilities.
- Ability to handle cash transactions accurately.
- Effective verbal and written communication skills.

Physical Requirements:

- Primarily office environment, requiring prolonged sitting, data entry, and telephone communication.
- Occasionally lift and move office materials weighing up to 20 pounds.

Work Environment

This position operates in a professional office setting within the municipal utility department. Interaction with customers and city personnel is frequent and requires a courteous and professional demeanor.

The City of Bandera is an Equal Opportunity Employer.