

PART TIME CLERK STAFF

Reporting:

Reports directly to the Office Manager

Position Qualifications:

- **Education:** High school diploma or GED preferred.

Professional:

- A valid Texas Driver's license
- Must be insurable under the Corporation's vehicle liability issuance policy
- Minimum of two years' responsibility of clerical and billing experience
- Skilled in Microsoft Word, Excel, and Billing Software (RVS) (will train if needed)
- Excellent communication and typing skills
- Able to be discreet with any confidentiality issues
- Familiar with collection of cash, accounts receivable, record keeping, and filing
- Experience with clerical equipment such as the 10-key, facsimile, credit card, computer machines
- Able to Multi-Task

Job Responsibilities:

- Work hours will be 20 – 25 hours per week. Daily hours to be determined.
- The Office Manager may approve attendance for seminars and training for employees so long as anticipated expenses do not exceed the budgeted amount
- Prepare all tasks necessary to prepare monthly billings
- Print, fold/insert, count, and sort bills for bulk mailing
- Prepare paperwork for post office for bulk rate mailing
- Receive, issue receipts, and account for utility payment from walk-ins, night depository, and mail
- Assist customers in making application for new service and/or closing out existing service for final bill
- File all paperwork into customer's records
- Assist Office Manager in performance of related duties
- Generate and initiate disconnects for non-payment of bills and return checks
- Answer all incoming calls, handle customer complaints, answer questions and/or redirect caller to the proper individual
- Report customer complaints to the Office Manager and/or to the General Manager
- Prepare work orders for operators
- Post payments and make deposits
- Assists the Office Manager with all phases of the Board of Director Elections and annual meetings
- Perform other job-related duties as required
- Prepare board room for meetings and general housekeeping duties for the office
- Must be able to lift 20 lbs. unattended, kneel, stoop, bend and be in a seated position for extended length of time
- Purge, organize, and scan all files, at least annually

Duties:**Administrative:**

- Provide the Office Manager and/or the General Manager with detailed reports as assigned
- Prepare correspondences pertaining to billing disputes, questions, billing errors, and all other billing related subjects
- Oversee and approve disconnects for non-payment of bills and returned checks
- Set up new accounts and close final accounts upon customer request
- Perform other duties or assignments as required
- Disperse and balance petty cash

Operations

- Develop work methods and practices for the effective utilization of computerized office operating procedures
- Attend approved training seminars
- Assist in internal training programs affecting record accountability
- Research history archives as requested