



WEST SIDE WATER SYSTEM

3209 West Michigan Avenue Lansing, Michigan 48917-2921

(517) 485-5470

APPLICATIONS ARE AVAILABLE ON-LINE AT: www.lansingtownship.org

Position Title: Billing Clerk

Department: West Side Water System

Position Type: Part-Time

Compensation: \$14-18 hourly, commensurate with experience

Position Summary: Under the supervision of the West Side Water System Manager or his designate, performs various financial support activities including receiving money, and posting transactions to customer accounts. Assists public utility customers, over the phone or in person, to answer questions or resolve problems and complaints. Supports the Full-time Billing Clerk during absences. The employee must possess a High School Diploma or equivalent

The description of this job is intended to outline the type and level of work being performed by the person assigned to this position. It is not meant to be an exhaustive list of all duties, responsibilities, and/or physical requirements by a person so classified.

Essential Job Functions: These examples do not include all of the duties that the Billing Clerk may be expected to perform.

1. Balances total cash receipts to total bills received, via mail or in person.
2. Assists customers with billing questions and resolves problems and complaints.
3. Prepare meter deposit claim forms for new rental or land contract customers.
4. Prepare all types of work orders requested by account holders or property owners for the service workers to complete a variety of tasks.
5. Set up payment arrangements on customers' accounts upon their request.
6. Assist the Billing Clerk on disconnection day by answering phone calls, receiving payments from customers to have water restored, setting up payment arrangements, and communicating with service staff to ensure all services that qualify to be restored are done promptly.
7. Maintain the Immediate Emergency Response System and send out notices to customers as needed.
8. Sort claims to prepare to be filed and mail claim checks to vendors.
9. Fold and insert monthly billing statements for utility customers. Run the prepared bill through the postage machine.
10. Produces letters, memoranda, reports, tabulations, and other materials as requested.

Required Knowledge, Skills, Abilities, and Minimum Required Knowledge:

Qualifications: The requirements listed below are representative of the knowledge, skills, abilities, and preferred qualifications that West Side Water believes are necessary to perform the essential functions of the position.

Preferred qualifications include the following:

- Ability to be productive in an environment with many distractions
- Ability to critically assess situations, solve problems, work effectively within deadlines, and change work priorities
- Knowledge of business English, spelling, and arithmetic.
- Acceptable office practices, procedures, and use of standard office machines.
- Accounting bookkeeping principles and practices.
- Prefer prior experience with the BS&A utility billing system.
- Computer skills: word processing and data input procedures.
- Provide good communication skills for customers and co-workers.
- Learn assigned clerical tasks readily within a reasonable training period, and adhere to prescribed departmental procedures.
- Establish and maintain effective working relationships with other co-workers and citizens of the Township and the general public.
- Understand and carry out oral and written instructions.
- Reports to work fit for duty and free from the effects of drugs
- Must be proficient with office equipment including computer, fax machine, printer, calculator, copy machine, and multi-line telephone system

Requirements:

- Must have a valid Michigan driver’s license.
- Pre-employment drug screen and background check required.
- Full job description and applications available online at www.lansingtownship.org
- Résumés with cover letters and applications will be accepted until February 16, 2024.
- Applications accepted by email, mail, or in the office.

Mail to: West Side Water Attn: Part-Time Billing Clerk 3209 W Michigan Ave Lansing Mi 48917	Email to: Maggie Sanders, Township Supervisor <u>msanders@lansingtownship.org</u> Attn: Part-Time Billing Clerk
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Physical Demands and Work Environment: The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job the employee is regularly required to talk, hear, and view documentation. The employee frequently is required to stand, walk, use hands to type, write, test equipment; and reach with hands and arms. The employee must occasionally lift or move items of light to moderate weight.