



# Utility Billing/AR Specialist

## Summary of Position:

The Utility Billing/AR Clerk ensures the timely, accurate, and thorough processing of all payments from the public including utility bills, civil citations, zoning permits, and recreational rentals for the Town of Landis. The position also performs administrative tasks, i.e., providing telephone contact and directing calls to various departments. This position is also responsible for posting to the town's social media page, website, and newsletter, along with performing accounts receivable tasks.

## Key Responsibilities:

- Provide exceptional customer service to citizens
- Data entry for utility and other payments
- Cash handling and verification for utility and other payments
- Answering customer utility billing and general town services questions
- Power and Water connection and disconnection
- Referring service requests to appropriate departments, including preparing work orders and tracking forms
- Performs an initial edit of meter readings and develop a re-read list for other staff
- Performs daily bank deposit
- Completes dropbox and mail payments
- Keeping social media and website updated
- Creating informative monthly newsletter for citizens that is mailed out with monthly utility bill
- Generating the monthly utility bill for citizens
- Creating and posting monthly bank draft
- Generating monthly debt set-off
- Any other administrative tasks as assigned

## Qualifications:

- Good communication skills
- Cash handling experience

- Able to accurately read and communicate orders
- Well organized, shows a sense of urgency; able to track multiple orders and multi-task
- Works productively with others as a team
- Strong sense of self-reliance
- Proficient in Word, Excel, and Publisher
- Understand the importance of accurate posting and timely billing
- Able to post to social media and utilize website software
- Must possess a valid NC driver's license

**Physical Demands:**

- Must be able to stand and sit for shift duration
- Ability to lift up to 10 pounds
- Must possess the visual acuity to prepare and analyze data and figures, to operate a computer, and to determine accuracy, neatness, and thoroughness of the work assigned.

**Desirable Education and Experience:**

Associate degree in business administration, office management, or finance is preferred; however, a combination of education and experience will be accepted.

**Special Note:**

All applicants must submit a Town of Landis application when applying. A town application may be obtained from the Town of Landis website under the Human Resources tab and should be submitted to Human Resources. Applicants may email town applications to [careers@townoflandisnc.gov](mailto:careers@townoflandisnc.gov), deliver them in person to Town Hall at 312 S. Main Street, or mail them to P.O. Box 8165 Landis NC, 28088.