

AUBURN WATER DISTRICT
75 CHURCH STREET – PO BOX 187 – AUBURN MA 01501
(508) 832-5336 FAX (508) 832-5338

Commissioners

Joseph V. Miller III-Chairman
Terrence J. Hastings-Vice Chairman
Alexander L. Spanos

Clerk

David P. Doherty
Treasurer
Timothy Harrison

Superintendent

Gregory Woods

March 28, 2024

Utility Billing / Accounts Receivable Clerk
Auburn Water District
Auburn, MA

The Auburn Water District is seeking qualified applicants for a full-time Utility Billing / Accounts Receivable Clerk. Under the direction of the Office Manager and/or Superintendent, provides internal and external customer service, and administrative support to the efficient operation of the District's front office. Performs bookkeeping, cashiering and clerical tasks including the processing of water and miscellaneous receivables billing for District customers, and a full range of office duties including billing, filing, records management, transaction processing and public assistance.

A high school diploma, or equivalent, and a minimum of two (2) years' experience in office work that provides the appropriate knowledge, abilities, and skills to perform the work. Must be proficient in operating computers, QuickBooks, and Microsoft Office Suite (primarily Word and Excel), entering and retrieving data on various District software programs. Interpersonal skills are necessary to effectively interact with all members of the staff, District Commissioners and the general public. Please see the District's website for the full job description.

Salary will be commensurate with experience.

Qualified candidates should submit a letter of interest, resume and references to:

Greg Woods, Superintendent
Auburn Water District
PO Box 187
Auburn, MA 01501
gwoods@auburnwater.com

This position will be open until filled; however, resumes will start to be reviewed as they are received. The District is an EEO/AA employer. All applicants must be eligible to work in the United States. Please note this job posting is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job Title: Utility Billing/Accounts Receivable Clerk	Hours per week: 40	FLSA Status: Non-Exempt
Reports To: Office Manager and the Superintendent	Department: Auburn Water District	
Created date: 04/14/23	Revised date:	Approved date: 3/25/24

AUBURN WATER DISTRICT

**UTILITY BILLING/ACCOUNTS RECEIVABLE CLERK JOB DESCRIPTION
(March 2024)**

GENERAL SUMMARY

Under general supervision of the Office Manager and/or Water District Superintendent, functions as Utility Billing/Accounts Receivable Clerk and provides internal and external customer service, and administrative support. Performs bookkeeping, cashiering and clerical tasks including the processing of water and miscellaneous receivables billing for District customers, and a full range of office duties including billing, filing, records management, transaction processing and public assistance.

SUPERVISION RECEIVED: Works under the general supervision of the Office Manager, and/or the Superintendent.

SUPERVISION EXERCISED: None.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides clerical and administrative support, including but not limited to customer account setup and maintenance, preparing correspondence, record management, document processing, document imaging, filing, covering the counter, special projects, preparing reports & reviewing documents;
- Performs accurate cashiering duties by receiving, receipting, and recording payments for water accounts; balancing collections; receiving deposits, service fees, and other fees/penalties; posting mail and electronic payments;
- Provides customer service by explaining services and fees, provide information, answer questions, handle customer concerns, and maintain updated customer account information;
- Processes work orders by preparing requests for service, terminations, repairs, and maintenance, and usage information;
- Processes and maintains backflow test records and cross connection control survey

records, generate, mail and track associated compliance letters to device owners, and invoice devices to associated accounts;

- Processes final bills, customer abatements and bankruptcy claims;
- Receives customer payments in person, by mail; makes change and issues receipts; balances cash receipts, process mail payments, develops totals, prepares deposit documents and associated end-of-day reports;
- Makes adjustments on customer accounts for misreads, over-reads, payment errors, posting errors, to zero out balances for customers who have paid off bad debts, etc.;
- Receives and enters payments from customers over the counter, by mail and online;
- Assists in the preparation of bills and late notices for mailing. Balances the cash drawer daily and prepares deposits;
- Schedules and processes meter upgrades and change-outs, operates standard office machines and data processing equipment;
- Responds to requests from other departments, entities, and supervisors for information regarding current and historical billings and accounts receivable documentation and reports;
- Processes shut off notices for nonpayment and follows up with the staff to ensure timely shutoff and turn on. Working within District guidelines and procedures, assists customers in establishing payment schedules;
- Prepares work orders for the District for water billing situations and as requested by customers to ensure accurate billing;
- Responds to billing inquiries made by phone and in person, providing necessary forms, reviewing paperwork, and taking appropriate action to resolve questions or concerns. Notifies supervisor of potential problems; and
- Performs such other work and duties as may be assigned.

KNOWLEDGE, SKILLS & ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Utility Billing/Accounts Receivable Clerk must have knowledge of:

- Modern office practices, procedures and equipment including a computer and applicable software;
- Principles and methods of mathematics and financial record keeping;
- Receptionist, cashier and telephone techniques; and
- Practices involved in meter reading and scheduling.

The Utility Billing/Accounts Receivable Clerk must be able to:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service;
- Plan, organize and work with minimal supervision;
- Interpret and apply District rules and regulations;
- Operate a computer, and a variety of word processing and software applications;
- Communicate clearly and concisely, both orally and in writing;
- Work independently, use sound judgment and meet scheduled deadlines;
- Report and reconcile the District's daily cash receipts;
- Prepare clear and accurate reports;
- Establish and maintain effective and positive working relationships and use good judgment, initiative and resourcefulness when dealing with employees, supervisors, officials and the general public;
- Gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters and responses to requests for information;
- Assess situations, assist in solving problems, and work effectively within deadlines, and changes in work priorities, and to coordinate work assignments; and
- Maintain a valid MA drivers license.

RECOMMENDED MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

A combination of training and experience that provides the required knowledge, skills and abilities for the position, including the following requisite qualifications:

- Graduation from high school, or G.E.D. equivalent;
- A minimum of two (2) years' experience and/or training to perform the work;
- Associates degree or Bachelor's degree (strongly preferred) with an emphasis in accounting, business management or similar desirable; or
- Any substantial combination of education and experience which demonstrates the knowledge, ability and skills to perform the work.

PHYSICAL DEMANDS and WORK ENVIRONMENT

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit and talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus. Must be physically able to operate a variety of machines and equipment, including but not limited to: computer, keyboard, printer, calculator, telephone, copy/scanner/facsimile machines, postage machine and shredder. Must be physically capable of reaching to obtain and move various books, printouts, file boxes, computer paper, etc. Must be able to communicate through speech and in writing. Work is normally performed in an office environment; must be able to sit for long periods of time. The noise level in the work environment is usually quiet.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.