



CITY OF CASCADE
105 SOUTH MAIN STREET
P.O. BOX 649
CASCADE, IDAHO 83611
208.382.4279

TITLE: Billing Clerk / Receptionist
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General Statement of Duties:

Performs administrative and clerical work in support of the utilities billing, collections, and customer service functions.

Classification Summary:

The principal function of an employee in this position is to perform administrative duties including customer service activities that require routine problem solving, decision making and office experience. The position must be able to project a professional and friendly image through in-person and phone interaction. The position primarily supports City staff as needed. Duties include: answering telephone and routing phone calls, greeting and directing visitors, answering citizen questions, assisting in park reservation, processing and reporting functions for utility billing, verifying meter readings prior to billing, prepares bank deposits, balancing cash drawer, researching and answering ordinance, zoning, complaint and violation questions. Duties are constantly evolving and changing and may include handling special projects as assigned.

Essential Duties and Responsibilities:

- Provide customer service by answering telephone and greeting walk-in customers, providing information, answering inquiries, and directing inquiries to the appropriate person;
- Issue pet licenses;
- Manage City park reservations;
- Collects and processes cash received, properly recording receipts and maintaining the cash drawer.
- Enters payments on accounts for utilities, services, dog licenses, and permits.
- Accurately maintains the customer database for City utility accounts.
- Process and submit data for utility meter reading reports for monthly utility bills.
- Prepare and send monthly utility billing statements.

- Monitors delinquent accounts, prepares shut-off notices, and negotiates payment agreements per established guidelines.
- Monitor and track data for the water tanks, wells, and lift stations.
- Prepare and submit monthly water monitoring is performed as required by regulatory agencies;
- Prepare and submit monthly wastewater monitoring is performed as required by regulatory agencies;
- Assists public works department clerical operations as needed.

Other Duties and Responsibilities:

- Any other duties assigned by City Clerk, Public Works Superintendent, or Mayor;
- City Notary

Required Skills, Knowledge and Abilities:

- Cash management and utility billing software;
- General office practices and terminology;
- Must be able to work effectively with the public;
- Perform wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in timely manner.

Acceptable Education and Experience:

- High School diploma or GED equivalency supplemented by business school or college coursework in accounting, and secretarial skills.
- Considerable computer and clerical experience or equivalent combination and experience that provides the required skills and abilities to perform the work necessary.

Necessary Special Requirements:

- Valid Idaho Driver's License

Other Requirements:

- Pass Background Check
- Complete 90 Day Probationary Period