

The Greenville Municipal Water Authority is hiring a full-time Billing Clerk. Must have excellent communication skills, deliver exemplary customer service, and exhibit attention to detail. Previous experience is preferred and pay is commensurate with experience.

GMWA offers stable employment with competitive wages and an affordable & comprehensive benefits package that includes retirement, health care, and paid time off. Go to www.gmwa.info for a full job description and to apply. The deadline to apply is April 28, 2024.

GREENVILLE MUNICIPAL WATER AUTHORITY

General Job Description – updated 4/8/2024 by JK

Position Title: Billing Clerk

Reports To: Office Manager

Position Description: Under limited supervision and at the direction of the office manager, this position is responsible for the customer billing process and other tasks as assigned.

Responsibilities & Duties, including but not limited to:

- Responding to customers in the office in a prompt and friendly manner collecting payments, fielding account inquiries, start/stop service requests, etc.
- Accurately processing and applying customer payments
- Answering the telephone
- Balancing the cash drawer
- Preparing daily bank deposits
- Calculating customer invoices and preparing them for mailing
- Operating and performing basic maintenance of office equipment including copy machine, folder, and postage machine
- Reviewing meter readings for accuracy and completeness
- Preparing delinquent notices
- Maintaining customer files in billing software
- Maintaining accurate and complete hardcopy customer files
- Preparing reports related to billing and collections activities
- Maintaining, updating, and activating the emergency response database
- Performing daily routine job duties of the office manager in their absence
- Light housekeeping & janitorial duties including cleaning private ladies' restroom, break/kitchen area, front office, board room, and customer reception area
- Addressing disgruntled customers calmly and assertively
- Communicating effectively with other administrative personnel and management in the event of alarms, unusual conditions, or emergencies
- Interacting with the public, coworkers, vendors, customers, and contractors professionally and courteously at all times
- Attending and participating in safety, training, and professional development programs as directed by management
- Other tasks as assigned by management

Minimum Requirements:

- High school diploma or equivalent
- Valid, unrestricted PA Driver's License
- Pass a criminal background check, physical, and drug screen

Preferred Qualifications:

- Prior experience in customer service, accounts receivable, reception, or secretarial fields
- Prior experience in the utility industry or similar field

Work Schedule:

The regular schedule is Monday through Friday 8AM to 4:30PM. The schedule is subject to change based on the Authority's needs and in extenuating circumstances may require overtime and nights, weekends, or holidays.

Physical Demands & Work Environment of Position:

- Frequent:
 - Sitting
 - Standing and walking on hard surfaces
- Occasional stooping, crouching, kneeling, crawling, and bending at the waist and neck
- Repetitive use of hands for simple grasping and manipulation
- Visual acuity in the normal range with or without correction including depth perception
- Hearing in the normal audio range with or without correction to distinguish speech and other sounds (machinery, alarms, equipment)
- Must have the ability to occasionally lift up to 50 pounds