Utility Clerk
Utility Billing Division
Finance Department

MAJOR FUNCTIONS: This is responsible clerical work in receiving cash and maintaining records. Must be able to provide the public with policies and procedures concerning utility rate structures and program schedules while displaying extreme tact and courtesy. Work is performed under the direction of the Utility Billing Superintendent.

ESSENTIAL DUTIES: Responsible for rapid and accurate money transactions resulting from utility billing, licenses, permits and other City revenues. Provide across the counter and telephone information and services to utility system customers to initiate service requests, answer inquiries (e.g., rate structure) and resolve complaints and problems. Collect and summarize data to generate field work orders to open, close or change customer accounts; Research and adjust customer account data as needed; Compile reports; Follow-up on delinquent accounts for collection or turn-off; Operate City's internal communication system. Performs related non-essential duties as required.

KNOWLEDGE, EDUCATION, AND EXPERIENCE: Knowledge of modern office equipment; Record keeping procedures; City's geography and its defined utility service area. Ability to receive cash and make change with accuracy and speed. Ability to work and communicate effectively with the public and with other employees is essential. Graduation from High School or GED and two (2) years cash handling/clerical work experience, or an equivalent combination of experience and training.

JOB LOCATION: 6 Bobby Green Plaza

WORK SCHEDULE: Monday – Friday, 8:00 a.m. – 5:00 p.m.

HIRING RATE: $41,595 Annually

CLOSING DATE: Open Until Filled

Persons interested in this position should complete a City of Auburndale application and submit it to the Finance Director at 6 Bobby Green Plaza. Applications can be downloaded online at www.auburndalefl.com. The successful applicant will be required to pass a pre-employment physical and drug screening.

The City of Auburndale is a Drug-Free Workplace and an Equal Employment Opportunity Employer.