



Job Opening: Utility Billing & Administrative Clerk

Town of Taylorsville

Are you an organized, detail-oriented professional with excellent customer service skills? The **Town of Taylorsville** is seeking a **Utility Billing & Administrative Clerk** to join our team! This position plays a vital role in providing customer support, managing utility billing, and assisting with administrative functions for various town departments.

Key Responsibilities:

Customer Service & Communications

- Answer phone calls and assist customers with water billing, service issues, trash pickup, and other inquiries.
- Handle reservations for park shelters.
- Assist customers in person and over the phone regarding account adjustments, service requests, and billing concerns.
- Manage "grippy" calls from customers regarding service disconnections.
- Receive and review utility customer application packets.

Utility Billing & Account Management

- Set up new utility customers in the computer system.
- Prepare water and sewer contracts for new customers.
- Create, dispatch, and track work orders for water and sewer services.
- Enter and process meter readings for billing.
- Prepare monthly utility bills, including printing and organizing for delivery to the post office.

- Apply penalties for delinquent accounts, generate cut-off lists, and process reconnection fees.
- Perform account adjustments, including meter read corrections, and bad check fees.
- Prepare and mail special billings not related to regular water billing.

Administrative & Financial Support

- Provide administrative assistance to the **Town Manager, Town Clerk, Public Works Director, and Police Department** through typing, filing, and research.
- Maintain vendor records, set up new vendors, and track quotes for job orders.
- Assign purchase order (PO) numbers, process approvals, and manage POs for the General Fund and Powell Bill Fund.
- Process check runs, maintain records, and assist with monthly account reconciliations.
- Manage petty cash reconciliation.
- Answer inquiries regarding payments made by the Town.

Special Projects & Programs

- Maintain and enter data for **City of Hickory and Energy United** billing.
- Prepare yearly calendars for **Matheson Park and recycling schedules**.

Qualifications & Skills:

- Strong customer service and communication skills.
- Experience in utility billing, finance, or municipal government preferred.
- Proficiency in Microsoft Office (Excel, Word) and financial software systems.
- Ability to multitask, prioritize, and work efficiently in a fast-paced environment.
- Strong attention to detail and organizational skills.

Salary & Benefits:

This is a **full-time position** with a salary range of \$32,866 - \$52,586. Starting salary will be based on experience. The Town of Taylorsville offers a comprehensive benefits package,

including health insurance, retirement contributions, paid holidays, and professional development opportunities.

How to Apply:

Interested applicants should submit a **town application, resume and cover letter** to:

Nicole Mayes, Town Clerk

nmayes@taylorsvillenc.com.

Position open until filled.

The Town of Taylorsville is an equal opportunity employer and does not discriminate based on race, sex, or religion.

Join our team and make a difference in the Taylorsville community!