



VILLAGE OF JACKSONVILLE
ELECTRIC COMPANY

Job Description

Position Title: Office Clerk

Employee Classification: Part time or Full Time

Pay Range: \$20-\$25 / hour

Report To: Village of Jacksonville General Manager

GENERAL SUMMARY:

The Office Clerk is primarily responsible for billing, payment collection, utility-related monthly/quarterly/annual billing reports and customer service. This position also provides support to the General Manager and may also perform functions related to net metering, EEC, accounts payable, accounts receivable, payroll processing, bank statement reconciliation, cash reconciliation, as well as other duties as assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- **Billing**
 - Create new customer accounts when needed.
 - Import monthly meter readings for utility accounts.
 - Process customer bills (including any late fees and penalties).
 - Distribute (print and mail or send to company to mail) the bills by the assigned date each month.
 - Process disconnect notices for any customer accounts 30 Days Past Due.
 - Coordinate with utility staff to perform disconnect on the required day.
 - Process reconnection requests and bill appropriately.
 - Develop and maintain process for tracking and invoicing line extension projects.

- **Payment Collection**
 - Make collection calls on delinquent accounts.
 - Work with aged accounts to bring them current through constant follow up and analytical skills.
 - Process payment plan requests that meet Village of Jacksonville policy.
 - Develop and ensure collection policy and procedures are followed.
 - Process bank returned checks and non-sufficient fund letters and reverse payments in accounting software.
 - Resolve payment discrepancies.
 - Process lien requests for General Manager approval.

- **Customer Service**
 - Respond to customer inquiries, questions and complaints promptly and in a friendly manner.
 - Receives the public and answers questions, in person and by telephone.

- Must be able to handle stressful situations while deescalating difficult callers.
 - Enter payments into accounting software from drop box, mail, walk-in, and credit card processing.
 - Coordinate with utility staff any required meter installations for new construction.
 - Set up new accounts within accounting software for new customers.
 - Collect the required deposit (if applicable) for new customers.
 - Update customer information and/or billing information upon customer request.
 - Receives the public and answers questions, in person and by telephone.
- Reporting
 - Provide regular aging status updates to the General Manager.
 - Complete month-end reports.
 - Create aging reports showing past due balances.
 - Daily cash receipts to cash receipt report.
 - Complete cycle update reports.
 - Create an aging report showing credit balances.
 - Complete quarterly and annual reports.
- Accounting Support
 - Provide support related to net metering, accounts payable, accounts receivable, payroll, monthly tax payments, monthly EEC and other accounting functions as requested.
- Other Duties as Assigned
 - Perform other duties as assigned.

SUPERVISION RECEIVED:

Receives supervision from the Village of Jacksonville General Manager, while exercising individual and independent judgement.

SUPERVISION EXERCISED:

This position does not supervise any other Village of Jacksonville employee.

QUALIFICATIONS AND EXPERIENCE:

- Minimum of a high school diploma or equivalent.
- Collections, and/or accounting experience will be preferred.
- Candidate must successfully pass a criminal background check.
- Thorough knowledge of office equipment and general computer operations.
- Strong knowledge and demonstrated skills accurately using MS Word, MS Excel, MS Outlook.
- Good knowledge of office and utility procedures including filing and record keeping.
- General knowledge of municipal and utility operations.
- General knowledge of accounting principles and practices.
- Thorough knowledge of utility collection operations.
- Demonstrated skills accurately using accounting software.
- Organizational skills and the ability to meet deadlines.
- Ability to manage and handle cash and check payments in an accurate manner.

- Ability to use a cash register.
- Ability to use sound judgment when screening & referring inquiries by phone or in person.
- Ability to effectively and efficiently schedule and organize work.
- Demonstrated ability to interact well with others, including co-workers and customers.
- Ability to communicate effectively with customers and co-workers in person, by phone, and in writing.
- Ability to complete work accurately.
- Ability to arrive at work on time.

TERMS OF EMPLOYMENT:

- This 28-32 hours/week job and maybe part time or full time based on qualifications and interest. The wage and benefits set by the Board of Trustees.
- This position may require working hours beyond what may be perceived to be an average workday/week. With rare occasions of working nights or weekends during high outage events.
- The Office Clerk's employment with the Village of Jacksonville is an at-will position.