



City of Milford Billing
Clerk, Senior
Pay Grade: 5

Employment Status: Full-Time

Bilingual in English/Spanish and/or English/Haitian Creole is a plus.

FLSA Status: Non-Exempt

Experience Required: NIMS (National Incident Management System) ICS-100, ICS-200 and FEMA IS-700 training. Three (3) years' training and experience may be substituted for the minimum qualifications. Must pass pre-employment testing for substance abuse and criminal background. Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware. Subject to random drug and alcohol testing according to City policy.

Minimum Education Requirements: Associate degree in Accounting or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Direct Supervisor: Cash Operations & Revenue Supervisor

Supervisory Responsibility: None; occasional temporary leadership duties as assigned

Primary Work Location: Office setting. Essential functions are regularly performed without exposure to adverse environmental conditions.

Physical Demands: Sedentary work which requires exerting up to 10 pounds of force. Requires the ability to exert light physical effort which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight. Tasks may involve extended periods of time at a keyboard or workstation. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Job Summary: The Billing Clerk, Senior is responsible for performing electric, water, sewer, and trash billing, along with related activities, including handling customer inquiries and concerns. In some cases, the Billing Clerk, Senior will manage specialized billing, respond to escalated customer inquiries and key accounts, identify and recommend process improvements, provide internal training, and temporarily assume leadership responsibilities in the absence of the Cash Operations and Revenue Supervisor.

The Billing Clerk, Senior shall demonstrate technical skills through effective communication and collaboration, proper use of resources, sound decision-making, personal accountability, and responsibility. They shall be committed to the City's mission, vision, and values, demonstrating ethical conduct, community stewardship, individual initiative, and responsive service.

Supervision Received: Work is performed under the general supervision of the Cash Operations & Revenue Supervisor.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Utility Billing & Account Management:** Performs weekly and monthly utility billing for electric, water, sewer, and trash services across residential, commercial, and interdepartmental accounts. Set ups, maintains, and service special accounts, including budget billing, payment arrangements, prepaid accounts, special service contracts, and key accounts. Processes data entry for all meter service requests, including new service activations, meter exchanges, removals, and tests.
- **Customer Service & Inquiry Response:** Responds to verbal and written inquiries from residential and commercial customers by applying in-depth knowledge of the City's utility rate structures, billing procedures, and code regulations. Provides accurate information regarding account setup, deposit requirements, meter reading processes, billing cycles, payment collections, and delinquency procedures. Addresses escalated customer concerns referred by Billing Clerk and Cash Operations Clerk employees.
- **Property Tax Administration:** Maintains and updates utility service records within the



City of Milford Billing Clerk, Senior Pay Grade: 5

Customer Information System (CIS), including activation and inactivation of services, service and meter assignments, and accurate entry of related data fields. Applies working knowledge of meter styles and data requirements to ensure billing accuracy. Performs data entry for CAMA and prepares interim and property tax bills; responds to taxpayer inquiries by demonstrating knowledge of property tax assessment regulations, billing methodologies, and rate structures.

- **Service Interruption & Collections:** Generates and processes service interruption lists and work orders for delinquent accounts. Monitors and supports collections processes to ensure compliance with City policies and procedures.
- **Purchasing & Financial Support:** Assists with routine purchasing processes, requisition entry, and department accounting and reporting requirements. Maintains, updates, reviews, audits, and quality-test rate structures in the City's tax and utility billing software.
- **Customer Call Handling:** Manages a moderate to high volume of incoming calls from customers, vendors, employees, and residents. Demonstrates active listening and problem-solving skills to provide accurate information or efficiently route inquiries to the appropriate department.
- **Process Improvement & Training:** Supports continuous improvement initiatives by documenting policies and procedures, identifying opportunities for efficiency, and communicating recommendations to the Supervisor. Participates in advanced and supplemental training and conduct training sessions for Billing Clerk and Cash Operations Clerk employees.
- **Project Management & Leadership Support:** Serves as a subject matter expert and leads or assists with special projects, coordinating with vendors, consultants, auditors, and City staff. Temporarily assumes supervisory or process lead responsibilities as needed.
- **Other Duties:** Performs related work as assigned.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment: An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- City Code, policy and procedures relating to all utility and tax billing and collection processes.
- Various water and electric meter types and rate classifications
- Accounting practices and terminology
- Basic understanding of standard office equipment, such as printers, scanners, fax machines, postage meters, folder/stuffer machines, networked voice-over-internet- protocol (VOIP) phones, etc.

Skills

- Clerical proficiency with standard office equipment, such printers, scanners, fax machines, postage meters, folder/stuffer machines, networked voice-over-internet-protocol (VOIP) phones, etc.
- Understands complex written and verbal communication; able to prepare clear, concise written communications; verbally explain and simplify complex billing/collection policies and procedures to residential and commercial customers and taxpayers.
- Computer proficient with Microsoft Office applications, including Excel, Word, and Outlook.
- Customer service skills and interacts positively with residents, corporate citizens, customers, vendors, co-workers, members of the public and other stakeholders in a polite and professional manner.



City of Milford Billing
Clerk, Senior
Pay Grade: 5

Abilities

- Manually inputs metering information and other billing and tax-related data into the City's utility and tax billing systems.
- Works with computers and required software in an enterprise-wide networked environment.
- Performs basic mathematical operations and calculations with efficiency and accuracy using calculators and spreadsheet applications.
- Understands and performs complex oral and written instructions.
- Types at a reasonable rate of speed (at least 40 words per minute) with accuracy.
- Professional and courteous attitude with the general public and interact positively and productively with co-workers, vendors, customers, residents, and others.
- Demonstrates the ability and tenacity required to complete a project or process from start to finish as well as the resilience to overcome challenges throughout.
- Demonstrates leadership through effective, consistent application of all duties and abilities of Billing Clerk position.
- Temporarily oversees the departmental operations, billing operations, or sub-departmental operations with tact and composure.
- Able to multitask.



City of Milford Billing
Clerk, Senior
Pay Grade: 5

Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director: _____

Employee: _____

Human Resources Director: _____