



City of Milford
Billing Clerk
Pay Grade: 3

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 and FEMA IS-700 training. Two (2) 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's 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.

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.

The Billing Clerk is responsible for performing electric, water, sewer, and trash billing, as well as handling related activities. This includes addressing customer inquiries and concerns regarding their utility services.

The Billing Clerk demonstrates technical expertise through effective communication, collaboration, resource management, sound decision-making, and personal accountability. Committed to the City's mission, vision, and values, the Billing Clerk upholds 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:** Leads weekly and monthly utility billings for electric, water, sewer, and trash services across residential, commercial, and interdepartmental accounts. Sets up, maintains, and services special accounts, including budget billing, payment arrangements, prepaid accounts, special service contracts, and key accounts. Processes data entries 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 maintaining a strong knowledge of the City's utility rate structures, billing procedures, and code regulations. Explains the full "meter-to-cash" cycle, including account setup, deposit requirements, meter reading, billing, payments, and collection practices.
- **Tax Billing & CAMA Data Management:** Performs interim and property tax billings for all City tax parcels. Processes CAMA data entries, including deed, address, and value changes. Responds to verbal and written inquiries from residential and commercial taxpayers by maintaining expertise in the City's property tax assessment regulations, rate structures, and billing methodologies.



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- **Service Interruptions & Work Orders:** Runs and processes service interruption lists, and work orders related to utility billing and collections.
- **Purchasing & Requisition Support:** Supports the department's routine purchasing processes and requisition entries.
- **Call Handling & Customer Assistance:** Manages incoming call volumes, including peak periods of high activity, responding to inquiries from residents, commercial customers, taxpayers, vendors, employees, and other constituents. Demonstrates active listening and problem-solving skills to provide accurate information or direct callers to the appropriate department efficiently.
- **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

- 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.
- Proficiency with Microsoft Office applications, including Excel, Word, and Outlook.
- Interacts positively with residents, corporate citizens, customers, vendors, co-workers, members of the public and other stakeholders in a polite and professional manner.

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 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.
- Ability to multitask.



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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:
