



Job Title: Water Clerk / Utility Billing Clerk

Location: City Hall

Department: Utilities / Public Works

Employment Type: Part Time

Key Responsibilities

- Set up, update, and close customer water accounts
- Prepare, process, and distribute utility bills
- Receive and post payments (cash, check, online, etc.)
- Respond to customer inquiries regarding billing, service, and usage
- Coordinate service requests such as start/stop service and meter checks
- Maintain accurate records of accounts, meter readings, and transactions
- Assist with resolving billing discrepancies and customer concerns
- Process delinquent accounts and issue notices as needed
- Generate reports related to billing and collections
- Provide general administrative support to the department

Qualifications

- High school diploma or GED required
- Previous clerical, billing, or customer service experience preferred
- Strong data entry and basic math skills
- Excellent communication and organizational skills
- Ability to handle sensitive information with accuracy and confidentiality
- Ability to remain professional and composed in high-pressure situations.

Preferred Qualifications

- Experience with utility billing software
- Familiarity with municipal water systems or public utilities
- Bilingual skills (if applicable)

Work Environment

- Office setting with frequent customer interaction (in person and phone)
- Standard business hours with occasional peak workload periods

Compensation & Benefits

- Salary: Commensurate with experience

How to Apply

Please submit your resume and application to: City Hall
city secretary@wolfecitytx.org