



**Job Title:** Water Clerk / Utility Billing Clerk

**Location:** City Hall

**Department:** Utilities / Public Works

**Employment Type:** Full-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
- Benefits: Paid Employee Health insurance, retirement, paid time off, etc.

## How to Apply

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