



Job Title: Water Clerk / Utility Billing Clerk/ Office 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
- Answering phone calls
- Issue permits
- Manage multiple email accounts
- Manage Public Information Requests

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
- Ability to handle unstructured environments

Preferred Qualifications

- Experience with utility billing software
- Familiarity with municipal water systems or public utilities
- Bilingual skills

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.

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

Application for Employment

We are an Equal Opportunity Employer and committed to excellence through diversity.

Please print or type. The application must be fully completed to be considered. Please complete each section, even if you attach a resume.

CITY OF WOLFE CITY

Personal Information

Name

Address	City	State	Zip
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Phone number	Email address
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Are you legally eligible to work in the US?

Yes ☐ No ☐

Are you a veteran?

Yes ☐ No ☐

If selected for employment are you willing to submit to a background check?

Yes ☐ No ☐

Position

Position you are applying for	Available start date	Desired pay
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Employment desired

☐ Full time

☐ Part time

☐ Seasonal/Temporary

Education

School name	Location	Years attended	Degree received	Major

References (business and professional only)

Name	Title	Company	Phone

Employment History

Employer (1)	Job title		Dates employed
Work phone	Starting pay rate		Ending pay rate
Address	City	State	Zip
Employer (2)	Job title		Dates employed
Work phone	Starting pay rate		Ending pay rate
Address	City	State	Zip
Employer (3)	Job title		Dates employed
Work phone	Starting pay rate		Ending pay rate
Address	City	State	Zip
Employer (4)	Job Title		Dates employed
Work phone	Starting pay rate		Ending pay rate
Address	City	State	Zip
Employer (5)	Job title		Dates employed
Work phone	Starting pay rate		Ending pay rate
Address	City	State	Zip

Signature Disclaimer

I certify that the information contained in this application is correct to the best of my knowledge. I understand that to falsify information is grounds for refusing to hire me, or for discharge should I be hired.

I authorize any person, organization or company listed on this application to furnish you any and all information concerning my previous employment, education and qualifications for employment. I also authorize you to re-quest and receive such information.

I hereby consent to a criminal history and financial credit history check in relation to this application and consideration for employment with The City of Wolfe City, Texas in accordance with the federal Fair Credit Reporting Act.

In consideration for my employment, I agree to abide by the rules and regulations of the City of Wolfe City, which rules may be changed, withdrawn, added or interpreted at any time, at the city's sole option and without prior notice to me.

I also acknowledge that my employment may be terminated, or any offer or acceptance of employment with- drawn, at any time, with or without cause, and with or without prior notice at the option of the company or myself.

Name (please print)

Signature

Date