



Franklin County Sanitary Engineering
280 East Broad Street, Room 201
Columbus, Ohio 43215

J O B A N N O U N C E M E N T

POSITION TITLE: Account Clerk 1 **PCN:** 090312
(Non-Bargaining)

REPORTS TO: Account Clerk Supervisor **P. R.:** N4

RESPONSIBILITIES: Review and prepare water and sewer bills. Receive and post payments to customer accounts, calculate and add penalties to delinquent accounts and send out final water and sewer bills using a third party billing system. Responsible for accurately managing customer accounts. Generate penalty reports, audit reports, delinquent and service shut-off reports. Perform customer service duties as required, answer telephone, schedule service calls, receive payments from customers either by mail or in office, and resolve customer disputes. Daily tasks require regular use of the following Microsoft Office products: Outlook, Word, and Excel. Maintain files, records, accounting and billing documents and/or statements. Compile and print out billing, accounts receivable or accounts payable reports as needed. Discuss any unusual customer questions, concerns or complaints with supervisor or the director.

MINIMUM QUALIFICATIONS: High School diploma or GED with two (2) years of customer service experience; or any equivalent combination of training and experience.

PREFERRED QUALIFICATIONS: Prefer three (3) months experience relating to utility service billing and with Authority Utility Software.

STARTING SALARY: \$12.80 per hour, plus a Comprehensive Benefits Package.
180 day probationary period.

DATE POSTED: Wednesday, May 18, 2016

DEADLINE TO APPLY: Tuesday, May 24, 2016

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.