



POSITION DESCRIPTION

POSITION: Billing Clerk

SALARY RANGE: \$20-\$24 per hour DOE

DEPARTMENT: Administration

ACCOUNTABLE TO: Administrative Manager / District Secretary

SUMMARY OF WORK

The Billing Clerk performs customer service and clerical duties related to utility billing, daily collections, and customer account support for the Lakeside County Water & Sewer District (LCWSD). This position provides direct support to the Administrative Manager / District Secretary by assisting with billing functions, payment processing, customer inquiries, and front office operations. The Billing Clerk does not serve in a management, supervisory, or statutory role and performs duties under established policies and procedures.

JOB CHARACTERISTICS

Nature of Work

Provides routine billing, customer service, and clerical support in a public office environment. Work includes frequent interaction with customers, handling payments, data entry, and assisting with account inquiries. Position requires accuracy, professionalism, and the ability to work in a highly interruptive setting while maintaining confidentiality.

Personal Contacts

Daily contact with District customers, the general public, District staff, and the Administrative Manager / District Secretary through face-to-face interaction, telephone, email, and written correspondence.

Supervision Received

Receives direct supervision and instruction from the Administrative Manager / District Secretary. Work is performed according to established procedures.

ESSENTIAL FUNCTIONS

This position must be able to communicate effectively; read and understand written instructions; operate a computer and office equipment; accurately process financial transactions; handle frequent interruptions; and maintain confidentiality in a public office setting.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE

- Serves as a primary point of contact for customer billing inquiries in person, by phone, and by email.
- Processes daily customer payments including cash, check, credit card, ACH, and online payments.
- Posts payments accurately to customer accounts and issues receipts.
- Assists with preparation and processing of monthly utility bills.
- Assists customers with account setup, final bills, payment arrangements, and online payment options.
- Provides clerical and administrative support to the Administrative Manager / District Secretary.
- Assists with filing, records organization, and document retention.
- Assists with delinquent account notices and routine billing correspondence.

- Maintains professional and courteous interactions with the public.
- Performs other related duties as assigned.

JOB REQUIREMENTS

Knowledge, Skills, and Abilities

Knowledge of basic office procedures, customer service practices, and billing concepts. Skill in communicating with the public, handling financial transactions accurately, and using computer systems. Ability to follow instructions, maintain confidentiality, work cooperatively with others, and manage multiple tasks.

EDUCATION AND EXPERIENCE

High School Diploma or GED required. Previous experience in customer service, billing, bookkeeping, or office support preferred. Experience in a utility, municipal, or public service environment is a plus.

JOB PERFORMANCE STANDARDS

Performance will be evaluated based on accuracy, reliability, professionalism, customer service, adherence to procedures, and ability to support administrative operations.

DISCLAIMER

This job description is not intended to be all-inclusive. Duties may be modified or assigned as required by the District.