



## 251117 Job Description - Utilities Clerk

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Job Type: Full-Time

Salary: DOQ

Min Experience: 2 Years

Min Education: High School Diploma/GED

Required Travel: 0-10%

Salary Type: Annual Salary (DOQ)

Job Function: Administration / Development Services

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### **Job Summary:**

The Utilities Clerk performs specialized clerical and customer service work related to the billing and collection of water, wastewater, and sanitation services for the City of Kirby. This position is responsible for maintaining accurate customer accounts, processing payments, preparing bills, and responding to resident inquiries.

### **Principal Duties and Responsibilities:**

The following duties are NOT intended to serve as a comprehensive list of all duties performed, but only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Processes new water service applications, transfers, and terminations
- Enters and updates customer account information in the utility billing system
- Reviews meter readings, usage reports, and prepares monthly utility bills
- Posts customer payments, adjustments, and deposits accurately and promptly
- Prepares late notices, disconnection lists, and service reconnection work orders
- Coordinates with Public Works for meter readings, re-reads, and service orders
- Balances daily cash receipts and reconcile payments with the accounting system
- Serves as the first point of contact for residents regarding utility billing and service inquiries
- Provides courteous and professional assistance by phone, email, or in person
- Explains billing charges, payment options, due dates, and service policies to customers
- Works with customers to resolve discrepancies or establish payment arrangements
- Maintains confidentiality and professionalism in all customer interactions
- Prepares deposits and daily transaction reports for submittal to the Finance Department
- Assists with reconciliation of the utility accounts receivable ledger
- Generates reports related to water usage, delinquent accounts, and adjustments
- Files, organizes, and maintains electronic and physical records for all utility accounts
- Provides general clerical support, including data entry, filing, and correspondence
- Ensures compliance with City ordinances, Texas Water Code, and department policies
- Monitors returned checks, payment reversals, and deposit requirements

## 251117 Job Description - Utilities Clerk

- Works closely with the Administrative/Utility Billing Supervisor and Finance Department to maintain audit-ready documentation
- Supports customer communication regarding rate changes, leak adjustments, or policy updates
- Responds to customer concerns and complaints professionally and in accordance with city policies

### **Physical and Environmental Conditions:**

Work performed primarily in an office environment. Frequent contact with the public, contractors, and staff in person, by telephone, and electronically. May occasionally lift or move objects up to 25 pounds. May require occasional attendance at evening meetings or special events.

### **Required Knowledge, Skills and Abilities:**

- Knowledge of basic accounting and bookkeeping principles
- Understanding of municipal utility billing processes and systems
- Strong customer service and communication skills
- Ability to handle cash, reconcile payments, and maintain financial accuracy
- Proficiency with Microsoft Office (Word, Excel, Outlook) and utility billing software (e.g., Incode, Tyler, or equivalent)
- Ability to multi-task, meet deadlines, and maintain attention to detail in a fast-paced environment
- Ability to maintain composure under pressure and deal tactfully with customers
- Ability to work independently and as part of a team
- Strong organizational and recordkeeping skills
- Ability to maintain confidentiality and exercise discretion in handling sensitive customer information

### **Education, Certifications and Experience Required:**

- High school diploma or GED required; some college or technical training preferred
- Two (2) years of experience in administrative support, clerical work, or customer service required
- Experience in a municipal or construction-related environment preferred
- Valid Texas Class C Driver's License required

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**The City of Kirby is an Equal Opportunity Employer of Qualified Individuals.** A City of Kirby application is required. Resumes are considered additional information, and accepted with a completed City application. Applications may be submitted online, in person at Kirby City Hall, 112 Bauman Street or through the Texas Municipal League website at [www.tml.org](http://www.tml.org).

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Kirby's mission of delivering excellent municipal services in a fiscally responsible manner. This position manages a variety of initiatives—such as capital improvement planning, community engagement for bond programs, grant development, and interdepartmental coordination—designed to promote the City's core values of Integrity, Leadership, Accountability, Quality of Service, and Innovation.