



CITY OF  
**Sturgis**  
MICHIGAN

*We're Hiring!*

## UTILITY BILLING CLERK

Under the direction of the Clerk/Treasurer, this position performs a variety of moderate to complex clerical tasks while responding to customer/public inquiries regarding services and operations provided by the City of Sturgis. General examples of such duties include: processing payments, generating bills, responding to inquiries and complaints, scheduling service appointments, and providing excellent confidential customer service.

### **Essential Functions:**

- \*Greet and acknowledges customers (in-person and over the telephone) and provide accurate and thorough information based on considerable knowledge of utility programs and activities or directs customer to the appropriate City representative.
- \*Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information.
- \*Receives and processes payments maintaining security and confidentiality.
- \*Maintains new and existing customer accounts in computerized system.
- \*Prepares, calculates, and delivers utility bills to customers.
- \*Resolves delinquent accounts through a variety of methods.
- \*Assist customers in utilizing online services.
- \*Maintains knowledge of Treasurer's operations in order to aid customers.
- \*Performs general office support functions.
- \*Other duties as assigned by the supervisor.

### **Education:**

High school diploma or equivalent with excellent computer skills. Associate's Degree in Business/Accounting or related field.

### **Experience:**

A minimum of three (3) years' experience in customer service, general office procedures, accounting, proficient computer skills, and must be able to multi-task.

### **Physical Requirements:**

Job duties involve some physical effort, i.e. standing, walking, bending, stooping, reaching, or frequent light lifting (5-20 pounds) and infrequent median lifting with assistance (20-30 pounds).

Job duty involves extended periods of time sitting and/or standing.

Job duties are routinely performed in an office environment with use of computer and multi-line telephone system.

[The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.]

Submit Application, Resume, and Cover Letter to: Sturgis City Hall, 130 N. Nottawa St.  
or via email to: [dnorthrup@sturgismi.gov](mailto:dnorthrup@sturgismi.gov) Applications are available at City Hall  
or on our website at [sturgismi.gov/HR](http://sturgismi.gov/HR)

*The City of Sturgis is an Equal Opportunity Employer.*