



JOB ANNOUNCEMENT
UTILITY BILLING CLERK
POSTED May 30, 2018 CLOSES June 15, 2018
Full-Time Non-Exempt
City of Social Circle Administrative Department

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Social Circle is a historic community that is located approximately 45 miles east of Atlanta in the Historic Heartlands section of Georgia in rural Walton County. The population of the city is approximately 5000. We are a small town with a big heart and we are a community proud of its history. We are actively seeking ways to maintain our small town atmosphere, to preserve our quality of life, and to create the best business climate for quality growth. We believe that Social Circle is "Georgia's Greatest Little Town." Our pride in our city is reflected in our community's commitment and dedication to excellence.

JOB SUMMARY

This position is responsible for processing and mailing the utility bills for the City each month along with telephone and front window customer service support to customers.

MAJOR DUTIES

- Uploads data to handheld meter reading units; downloads data to customer accounts.
- Enters work orders for connects, disconnects, trash collection and other customer requests.
- Receives and monthly gas volume usage reports.
- Reviews pre-billing report for missed reads, incorrect readings, and other discrepancies.
- Processes account adjustments; corrects posting errors.
- Prepare, prints, and mails utility bills.
- Maintains and balances cash receipt journals.
- Provides daily balancing support for the front window
- Responds to customer questions, concerns, and complaints.
- Processes business and liquor license renewal applications.
- Creates and maintains database spreadsheets.
- Processes public records requests.
- Manages multiple public communication lines.
- Prepares and submits required statistical reports.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of modern office equipment.
- Knowledge of customer service standards.
- Knowledge of basic mathematical principles.
- Skill in the operation of computers and job related software programs.
- Skill in decision making and problem solving.
- Skill in dealing with the public.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The City Clerk/Finance Officer assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

The City of Social Circle is an equal opportunity employer and we maintain a drug free workplace.



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GUIDELINES

Guidelines include relevant city and state policies and procedures. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative and clerical duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide support for the administrative operations of the city government. Success in this position contributes to the efficiency and effectiveness of city operations.

CONTACTS

- Contacts are typically with co-workers, other city personnel, attorneys, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching or stooping. The employee frequently lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.



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Salary/ Benefits:

Salary based on qualifications and experience.

FULL-TIME ONLY

- Retirement – Georgia Municipal Employees' Benefit System defined benefit plan
- Position covered by Social Security
- 457 plan available
- Health Plan – City paid for employee
- Dental Plan – City paid for employee
- Life Insurance – City paid for employee
- Vacation and Sick Leave Accrual
- 10 paid holidays annually
- Additional benefits available through payroll deduction

How to Apply:

Submit a complete application to:

City of Social Circle ATTN TERESA DUVAL
P. O. Box 310 (USPS)
166 North Cherokee Rd (UPS, Fed Ex, In Person)
Social Circle, Georgia 30025

City Hall 770-464-2380

End Date: June 15, 2018