

## **BILLING CLERK**

The Washington East Washington Joint Authority is seeking a qualified applicant for its Business Office. The Billing Clerk is responsible for managing customer accounts, prepare sewer utility bills and notices, resolve customer inquiries and maintain accurate financial records. This role requires an individual with a detailed and organized approach, customer service skills and proficiency in financial and billing software.

### **Key Responsibilities**

- Generate, review and issue sewage utility billing information for residential, municipal, commercial and industrial customers
- Maintain and update customer account records, including ownership changes, meter reading and service adjustments
- Process payments, issue receipts and reconcile accounts receivable records
- Investigate billing discrepancies, apply adjustments as needed and resolve customer concerns in a timely manner
- Answer customer inquiries via phone, email, or in person regarding billing issues, payment options, and account status
- Assist in preparing reports on billing activities, delinquent accounts and revenue collection
- Coordinate with field staff to verify service status and resolve account discrepancies
- Prepare postings for delinquent accounts and coordinate with Collection System Department
- Ensure compliance with local regulations, policies, and procedures related to sewage billing and collection
- Perform general clerical duties, such as filing, data entry, and maintaining organized billing records

Successful Applicant must pass Drug /Alcohol Screening, Physical, Criminal History, Driving Record check and comply with policies of the Authority.

### **Qualifications and Requirements**

- High school diploma or equivalent (Associate's Degree in Accounting, Business Administration, or a related field preferred.)
- Previous experience in billing, accounting, customer service, or a related role, preferably in a utility or municipal setting

- Proficiency in Microsoft Office Suite (Excel, Word, and Outlook) and billing/accounting software
- Strong mathematical and problem-solving skills
- Excellent attention to detail and accuracy in data entry and financial transactions
- Ability to communicate effectively with customers, coworkers, and supervisors
- Ability to handle financial information with discretion and confidentiality

**NOTE: The successful candidate will receive comprehensive, hands-on training from the current Billing Clerk during an approximate six-month transition period to ensure a smooth handover of responsibilities.**

**WEWJA Offers a Highly Competitive Benefits Package including:**

- Excellent healthcare coverage for employees and their families.
- Competitive wages
- 457 retirement plan available with employer contribution
- Vision Insurance
- Dental Insurance
- Life Insurance
- Paid Time Off
- Good work-life balance with a full-time work week, Monday-Friday from 8:00am to 4:15pm