

**Job Summary: Office/Billing Clerk**  
**Department: Eagle River Light & Water**  
**Location: City Hall**  
**FLSA Status: Non-Exempt**  
**Position Status: Regular Full-Time**

Primary responsibilities will include, but not limited to, customer interaction, managing mail, data entry, record keeping, bank deposits, bookkeeping, accounts payable/receivable and various billing tasks. Therefore, the right professional candidate will be required to multi-task, meet deadlines and maintain customer confidentiality in all situations. This position is not eligible for working remotely and an offer of employment requires a thorough background check.

## **Key Duties and Responsibilities**

### **General Duties**

- **Answering Phones:** Taking messages, directing calls, providing information to callers and assisting customers.
- **Greeting Walk-Ins:** Helping customers with various tasks.
- **Managing Mail:** Sorting, distributing, and preparing incoming/outgoing mail.
- **Accounts Payable:** Process monthly trade payables for approval and release.
- **Accounts Receivable:** Process payments, generate disconnections and provide essential credit information to landlords/property owners.
- **Utility Billing:** Process monthly invoices for approval and release.
- **Utility Meters :** Process time-sensitive records of customer move-in/move-outs.

### **Other Duties**

- **Data Entry:** Entering and updating information in computer systems.
- **Filing:** Maintaining paper and electronic records.
- **Basic Office Support:** Making copies, faxing, scanning, and preparing documents.
- **Interacting with Customers:** Welcoming visitors, providing information, and assisting with inquiries.
- **Record Keeping:** Maintaining accurate records of office activities, transactions, and other relevant information.
- **General Administrative Support:** Providing assistance to other employees and management with various tasks.

## Special Duties

- **Projects:** Conversion of water meters to full AMI.
- **Year-End Audit:** Preparation, reconciliations and assistance.

## Skills Required

- **Communication:** Strong written and verbal communication skills.
- **Organizational Skills:** Ability to manage time, prioritize tasks, and keep records organized.
- **Computer Literacy:** Proficiency in using office software and equipment.
- **Attention to Detail:** Accuracy and thoroughness in performing tasks.
- **Customer Service Skills:** Politeness, helpfulness, and ability to interact with customers.
- **Flexibility:** Adaptability to changing priorities and tasks.
- **Typing and Data Entry:** Accuracy and speed in typing and data entry.
- **Problem-solving:** Ability to identify and resolve issues.

## Working Conditions

- Professional office setting in a business casual environment.
- Working hours of 8:00am to 4:30pm, Monday through Friday.

## Qualifications

- High school diploma or equivalent.
- Prior office experience preferred, but will train the right candidate.

## Compensation and Benefits

- Hourly wage based on qualifications and experience.
- Benefits package includes health insurance, retirement plan and paid time off.

Eagle River Light & Water Utility/City of Eagle River is an Equal Opportunity Employer and encourages all qualified individuals to apply.