

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: BILLING CONTROL CLERK

TITLE #: 1089

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for routine clerical and keyboarding tasks in connection with office organization and the preparation of water bills. Work is performed under general supervision of the department administrator and involves the exercise of independent judgement and accuracy in maintaining computer files of all water customers and in billing customers for water use. Does related work as required.

TYPICAL WORK ACTIVITIES:

Sets up new accounts, enters water meter readings, researches billing complaints and handles related billing issues via computer;

Maintains a current computer record of all customer changes such as ownership, address, account numbers, meter readings, etc;

Researches unusually high water bills, computes and mails new bills and makes corrections;

Prepares, prints and mails water bills and maintains a record of postage used; bills customers for service repairs to waterlines and final readings;

Sets up appointments with customers and coordinates work orders for the department;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail, and database software in performing work assignments and in support of the water billing function;

Uses word processing software or typewriters to prepare correspondence, reports, rosters, envelopes, file cards, lists, payroll and other materials from draft or recorded dictation and ensures for clerical accuracy;

Operates standard office equipment, such as calculators, copy machines, metered mail machines, computer workstations, printers, fax machines, etc;

Assists department administrator and acts as receptionist for the department, answers the telephone, takes messages, handles complaints and gives out routine information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of office practices, procedures and equipment; good knowledge of business math; computer skills involving computer applications such as word processing, e-mail, calendar, spreadsheets or other database software; working knowledge of record-keeping and billing software; ability to read and record figures accurately; ability to make simple arithmetic calculations; courtesy and tact in dealing with the public; mental alertness; ability to write legibly; clerical aptitude; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and one (1) year of clerical or general office experience which shall have involved updating and maintaining computer files.

JURISDICTIONAL CLASSIFICATION: Competitive; Non-Competitive when part time among Towns and Villages.

ADOPTED: 2/24/76
REVISED: 12/07/10 dr