



Protecting Lake Michigan & Our Waterways.

**North Shore Water
Reclamation District**

User Charge Clerk

Process water consumption billing data and respond to and resolve customer inquiries and billing questions. Customer Service skills are a must. Previous experience working with the general public, MS Office (Word and Excel), and a valid driver's license is required. Send a resume or apply in person:

North Shore Water Reclamation District

P.O. Box 750

14770 William Koepsel Dr.

Gurnee, IL 60031-0750

847-623-6060

(847) 623-6101 (Fax)

hmail@northshorewrd.org

Equal Opportunity Employer



Protecting Lake Michigan & Our Waterways.

**North Shore Water
Reclamation District**

JOB DESCRIPTION

Title: User Charge Clerk **Department:** Administrative Services

Job Purpose Statement: Perform duties to process water consumption bill data to determine District user fees and apply cash received to proper accounts. Respond to customer inquiries and billing questions.

Reporting Structure: Supervisor, Administrative Services

Job Functions:

1. Process water consumption billing data, check and update changes to customer file, make adjustments to customers' accounts, enter data to customer records and refer completed billing sheet to Supervisor.
2. Respond to customer inquiries and billing questions, investigate and determine action required to resolve problems.
3. Prepare correspondence to customers.
4. Meet with customers in the office on account matters.
5. Batch and enter payments into computer system manually and upload lockbox payments.
6. Verify batch payment register with cash received.
7. Research and process estimated final bills for real estate closings.
8. Print and send out statements.
9. Work with representatives from other municipalities to analyze customer data to ensure accuracy of records received.
10. Serve as District field representative during customer water shut-offs.
11. Perform miscellaneous Administrative Services duties including but not limited to front desk duties, mail, inventory and ordering supplies.
12. Train and mentor high school students (and/or summer help) to perform front desk, mail, and other assigned duties. (Cristo Rey Corporate Work Study Program)

Machines, Tools, Equipment (Office and Industrial), Software: Personal Computer including Windows and Microsoft Word, Excel and Access, the District's billing system, calculator, and fax machine.

Title: User Charge Clerk **Department:** Administrative Services

Physical and Visual Activities:

Physical and visual activities that are commonly associated with the performance of the functions of this job.

Sitting, Handling, Talking, Hearing, Acuity Near.

Physical Demands:

Physical demands commonly associated with the performance of the functions of this job.

Lift 1 lb to 5 lbs up to 15% of the time.

Environmental/Atmospheric Conditions:

Environmental and atmospheric conditions commonly associated with the performance of the functions of this job.

Usual Office Environmental Conditions.

Job Qualification Requirements

Using the information from The Job Performance Requirements Checklist and the information from the top portion of this page, determine the selection criteria for this position. Include only the minimum hiring qualifications.

Knowledge: High School diploma, basic math skills, people skills, basic data entry skills, and pc experience with standard office applications.

Experience: Two years related experience.

Licenses/Certifications: Valid driver's license.

Other: