



Billing Clerk – Viroqua Utility Department, City of Viroqua

The Viroqua Utility Department is seeking an organized and highly motivated individual to fill a full-time position in the Water and Sewer Department.

This position performs routine and complex clerical and data processing tasks to maintain the billing system for Viroqua Utilities. Key duties of this position include but are not limited to: process monthly billing statements, maintain accurate customer accounts in billing system, prepare disconnection notices and assist with disconnection of services, post payments received from mail, drop-box, PSN, ACH and walk-in customers daily, follow up on discrepancies and provide resolution for payments, billing issues, customer inquiries and collections. This position will answer utility office phone, answer inquiries and provide resolution for utility customer issues, process new customer accounts and final billed customers, coordinate meter changes outs, cross-connections and various projects and mailings throughout the year. Process customer meter readings and ensure accurate consumption reporting through an automatic reader software system. Process Digger Hotline tickets, order office supplies, maintain billing clerk procedures and provide back-up to the Utility Clerk. Assist City office staff as needed with possible additional City responsibilities to be determined. Other duties as assigned. Position reports to Utility Clerk.

Qualifications include:

- High School Diploma or equivalent, and a minimum one-year accounting certificate, or two years of bookkeeping/accounting experience.
- Intermediate level skills in Excel, Microsoft Word and Outlook.
- Proactive, accurate, organized and detail-oriented person with above average communication and writing skills.
- Must like to interact with public and have good conflict resolution skills.
- Ability to work with angry or difficult customers.
- Knowledgeable in water and sewer Wisconsin State Statutes and Public Service Commission (PSC) regulations helpful.

This position has frequent contact with the general public and utility customers and involves mostly sitting and computer work. Frequent use of phone and computer, occasional use of fax, copier and printer. Employee will be familiar with details of job to do it reasonably well within one year.

This is a full-time non-union position. The City of Viroqua/Viroqua Utility Department offers compensation starting between \$17.00 to \$22.00 per hour depending on experience, plus a fringe benefits package. Hourly compensation may increase after successful completion of the one-year probationary period.

Position will remain open until filled. Applicants should submit a resume and a completed City of Viroqua Application for Employment form to:

Cheryl Purvis, Utility Clerk
Viroqua Utilities
124 W Decker St
Viroqua WI, 54665
(608) 637-8724
cpurvis@viroqua-wisconsin.com

Application can be found on the City website www.viroqua-wisconsin.com or can be requested from the Viroqua Utilities by calling (608) 637-8724.