



UTILITY BILLING CLERK

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.

TOWN OF NORWOOD: Employee

JOB TYPE: Non-Exempt, Full Time, 40 hours per week (**Monday through Thursday**)

Compensation: \$22 -\$25 per hour

Benefits: FULL BENEFITS - Medical, Dental, Vision, Life and Accident Insurance, Retirement Contribution, 168 hours of PTO/Sick Leave Annually, Paid Holidays, Mental Health Benefits, and discounted Gym Membership.

Closing Date: Open Until Filled

POSITION SUMMARY

This position provides administrative support to the Norwood Water Commission and Sanitation District. Responsibilities include responding to customer service inquiries, managing correspondence, processing monthly utility billing, and providing general office and customer support. The position requires strong organizational, communication, and financial skills to effectively support the Boards, Administrators, and customers.

JOB DESCRIPTION

Financial Duties:

- Assist the Administrator in preparing the annual budget, beginning in August/September, with a draft presented to the Boards by October.
- Perform monthly utility billing, including account review, adjustments, and ensuring accurate rate application.
- Process cash receipting, including daily balancing, reconciliation, and preparation of bank deposits in accordance with internal controls.
- Maintain accounts receivable records, including tracking outstanding balances, coordinating delinquency notices, and assisting with collections or payment arrangements.
- Process accounts payable, including invoice review, coding, and preparation for approval in accordance with established procedures.
- Maintain accurate financial records and supporting documentation in compliance with applicable policies and audit requirements.



- Assist with annual audits and provide documentation as requested.
- Coordinate with the Administrator to ensure proper financial controls and separation of duties are maintained.

Customer Service:

- Respond to phone, email, and in-person inquiries regarding utility billing, services, and customer accounts.
- Establish, transfer, and close utility accounts, including processing service requests such as turn-ons and turn-offs.
- Research customer accounts and coordinate with Title companies during property sales within the Norwood Water Commission and Sanitation District service areas.
- Explain utility rates, fees, billing procedures, and policies to customers in a clear and professional manner.
- Handle customer concerns and complaints with professionalism, sensitivity, and a customer-focused approach; escalate issues as appropriate.
- Prepare and process contracts, service agreements, and required documentation for new and existing utility accounts.
- Maintain accurate and up-to-date customer account records, ensuring all documentation is complete and compliant with established policies.
- Coordinate with Public Works staff and Administration regarding service issues, outages, or customer concerns.
- Assist with delinquent account communications, including notices, payment arrangements, and coordination with billing/collection processes.
- Document customer interactions and maintain records in accordance with applicable policies and public records requirements.

Additional Responsibilities:

- Perform all other duties as assigned by the Board(s) and Administrator, including but not limited to tasks not specifically outlined in this description.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- General office administration and clerical procedures.
- Principles of accounting, budgeting, and financial reporting.
- Utility billing processes and accounts payable procedures.
- Record-keeping best practices.
- Local government operations, policies, and procedures (preferred).



Skills:

- Proficiency in **Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)**.
- Strong written and verbal communication skills.
- Accurate and efficient data entry, record-keeping, and document preparation.
- Organizational and time management skills to meet deadlines.
- Customer service skills, including conflict resolution and professionalism.

Abilities:

- Ability to operate standard office equipment, including computers, calculators, copiers, and transcribers.
- Maintain confidentiality and handle sensitive information with discretion.
- Work independently and collaboratively within a team.
- Adapt to changing priorities and managing multiple tasks efficiently.
- Maintain composure and professionalism in a fast-paced environment.
- Conduct research and compile information as requested by the Administrator.

DESIRED EDUCATION & EXPERIENCE

- High school diploma or equivalent.
- Prior experience in general office administration and accounting practices.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Ability to attend training sessions and board meetings as required.
- Excellent organizational skills with attention to detail.
- Ability to maintain confidentiality and professionalism in all aspects of the role.

This role requires a proactive, detail-oriented professional who can efficiently manage administrative, financial, and customer service tasks while supporting the needs of the Administrator and community.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Ability to sit for extended periods while performing clerical and administrative tasks.
- Frequent use of hands for typing, writing, and handling office equipment.
- Occasional lifting and carrying of objects up to 25 pounds, such as files, reports, or office supplies.
- Ability to reach, bend, kneel, and perform repetitive motions as necessary for office tasks.
- Visual acuity to read and process various documents and computer screens.
- Ability to communicate verbally and in writing with Board members, customers, and staff.



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Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Work is primarily performed in an office setting with exposure to standard office equipment and conditions.
- May require occasional travel to attend off-site meetings or training.
- Work may involve occasional extended hours, including evenings, to attend Board meetings or special events.
- The position requires managing multiple tasks in a fast-paced environment with frequent interruptions.

SELECTION GUIDELINES

A formal application, rating of education and experience, oral interview and reference checks will be utilized to select the successful candidate. The duties listed above are intended only as illustrations of the various types of work that may be performed. Other duties may be assigned. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

ADDITIONAL RESOURCES & SUPPORT

Please review the complete job description and submit an official application for the position by visiting <https://www.norwoodtown.com/applications-permits> for the application. Application **and** resume can be emailed to Sara Owens at sowens@norwoodtown.com or delivered to Town Hall. Interested candidates are encouraged to apply immediately. Candidates are required to complete the application **and** attach a resume.

Please ensure all requested items are submitted and complete for consideration.