



**Position Posting:**

**ADMINISTRATIVE PROFESSIONAL  
(Utilities Billing Clerk)**

**Syracuse City Corporation  
1979 West 1900 South  
Syracuse, UT 84075  
(801) 825-1477**

Syracuse City Corporation is an equal opportunity employer and affords equal opportunity to all applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status, or any other status protected under local, state or federal laws.

**Job Title:** Administrative Professional II (Utilities Billing Clerk)  
**Department:** Administration  
**Reports To:** Utilities Billing Supervisor  
**Status:** Full-Time, Non-Exempt (Hourly)  
**Starting Wage:** \$21.55 – 31.03 per hour (Typical starting wage \$21.55 – 26.29)  
**Close Date:** May 28, 2024  
**Hours:** 40 hours per week (work schedule may be flexible)

**Position Summary:**

This position is responsible for providing customer service to City residents, update utility accounts or disconnect accounts; collect utility and building permit payments. Answer questions in person and on the phone and direct calls where needed; perform administrative support duties for the Utility Department..

**Essential Duties and Responsibilities:**

- Balance utility and court drawer; take payments for utility bills and court fines;
- Answer questions and telephones according to established guidelines;
- Direct calls and visitors to appropriate source;
- Independently respond to letters and general correspondence of a routine nature;
- Conduct investigations, determine facts, report findings, and adjust billings;
- Perform water, sewer and storm water service fee calculations, abatements and rate adjustments;
- Explain rate structures on all billings;
- Inform customers of investigations and decisions verbally and/or in writing;
- Provide information to the public and other agencies regarding the division's operations, services, policies and procedures;
- Input and update customer account information daily by data entry; disconnect services, maintain address changes;
- Input completed work order and water leak forms and send letters;
- Maintain a productive working environment which includes, but is not limited to, a spirit of cooperation with co-workers, peers and the public;
- Perform other duties as assigned by the Utilities Billing Supervisor.

**Required Knowledge, Skills and Abilities:**

- Knowledge of secretarial and office practices and procedures
- Knowledge of business English usages, spelling, grammar, and punctuation
- Skilled in handling multiple projects with many interruptions

- Skilled in prioritizing and organizing workload to meet deadlines
- Ability to communicate effectively both orally and in writing
- Ability to complete reports and answer questions from reports
- Ability to read, understand, interpret, and explain rules and regulations
- Ability to deal with face-to-face customer negotiation and conflict in a positive manner

**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 the essential functions of this position.

While performing the duties of this job the employee is frequently required to sit, talk, hear, use hands to finger, handle, or feel. Duties require sufficient mobility to work in a typical office setting and use standard office equipment; sustained posture in a seated position for prolonged periods of time. The employee is occasionally required to stand, walk, reach with hands and arms and climb or balance. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision requirements for this position include close vision.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. While performing the duties of this job, the employee is frequently exposed to moderately quiet in-office settings.

**Minimum Qualifications:**

- High School Diploma or GED, and
- Two years of related experience or an equivalent combination of education and experience
- Experience using Microsoft Excel, Word, and Outlook

**Application Instructions:**

Qualified applicants must complete a Syracuse City employment application online at [www.syracuseut.gov](http://www.syracuseut.gov). If you do not have access to a computer, you may come to the Syracuse City Hall Administration building located at 1979 W 1900 S, Syracuse, UT 84075 between the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday.

Applicants needing further information regarding the position or needing assistance due to a disability should contact Kadi Jacobsen, at [kjacobsen@syracuseut.gov](mailto:kjacobsen@syracuseut.gov).