

Utility Billing Clerk & Administrative Assistant

City of Hartford, Michigan

Position Summary

The Utility Billing Clerk & Administrative Assistant performs a variety of skilled clerical, billing, election administration, and administrative duties in support of municipal operations. This position is responsible for the accurate preparation and administration of utility billing for City services and for providing administrative support to City departments to ensure the efficient, compliant, and professional operation of City Hall. Additionally, this person performs aspects of elections, such as voter registration, publications, mailings, absentee ballots, election setup, and any other duties as assigned.

Essential Duties and Responsibilities

The following statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required.

Utility Billing Functions

- Prepare, process, and maintain accurate utility billing for water, sewer, and other municipal services.
- Generate monthly and final utility bills; apply payments, adjustments, penalties, and credits in accordance with City policies and ordinances.
- Respond to customer inquiries regarding utility accounts, billing discrepancies, service start/stop requests, and payment options.
- Process cash, check, and electronic payments; balance daily receipts and prepare deposits.
- Maintain accurate customer account records and billing histories; ensure data integrity within the utility billing system.
- Assist with delinquent account notices, shutoff lists, payment arrangements, and coordination of service restorations.
- Support meter reading coordination, billing cycles, and reporting as assigned.
- Monitor and staff the front counter by collecting tax and utility payments and providing information to the public.

Administrative & Clerical Functions

- Provide administrative support to the City Manager, Clerk, Treasurer, and other departments as assigned.
- Answer phones, greet the public, and route inquiries professionally and courteously.

- Prepare newsletters, correspondence, reports, forms, agendas, and meeting materials.
- Maintain organized filing systems (paper and electronic) and ensure compliance with records retention requirements.
- Assist with scheduling, calendars, and coordination of meetings and public notices.
- Order office supplies and assist with inventory control.
- Maintain the City's website and social media platform(s).
- Assist the city clerk in the administration of elections and perform associated election duties.
- Ability to learn the State of Michigan Qualified Voter File and various specialized software programs.
- Attend evening City Council or other City board, committee meetings to record minutes in the City Clerk's absence.
- Provide support for elections, assessments, licensing, permits, or other municipal functions as needed.

Compliance, Confidentiality & Customer Service

- Handle sensitive and confidential information with discretion.
- Ensure compliance with applicable laws, regulations, City ordinances, and internal policies and procedures.
- Deliver consistent, professional customer service to residents, businesses, and vendors.

Knowledge, Skills, and Abilities

- Working knowledge of municipal utility billing practices, cash handling, and basic governmental accounting principles.
- Knowledge of office procedures, records management, and customer service practices within a public-sector environment.
- Knowledge of utility billing practices, basic accounting principles, and municipal office procedures.
- Strong attention to detail with the ability to accurately process financial transactions.
- Proficiency with office software (e.g., Microsoft Word, Excel, Outlook) and ability to learn municipal billing (BS&A) and records systems.
- Excellent verbal and written communication skills.
- Strong organizational skills with the ability to manage multiple priorities and deadlines.
- Ability to work independently and as part of a team.
- Ability to establish and maintain effective working relationships with the public and City staff.

Education and Experience

- Bachelor's degree in business administration, accounting, public administration, or a related field preferred. Minimum of an Associate's degree in business administration, accounting, public administration, or related field preferred.
- Preferred three (3) to five (5) years of progressively responsible experience in municipal utility billing, accounting support, municipal and/or administrative office work, or other related experience.
- Experience in a municipal or public sector environment is a plus.

Licenses and Certifications

- Possession of a valid Michigan driver's license.
- Notary Public certification preferred or willingness to obtain within a specified timeframe.

Working Conditions

- Work is performed primarily in a municipal office environment with frequent public contact.
- Physical demands include sitting, standing, walking, bending, and light lifting consistent with standard office work.
- The position requires attendance at evening meetings or extended hours during peak operational periods.
- Primarily office-based with frequent interaction with the public.

Compensation and Benefits

The salary will range from \$20 to \$25 per hour, depending on experience, and will include fringe benefits.