

Job Title: Customer Service / Billing Clerk

Company: Jewett City Department of Public Utilities

Employment Type: Full-Time

Work Schedule: Monday to Friday, 8:00 AM – 5:00 PM *subject to change after training

Rate of Pay: \$20.97 per hour

Job Overview: Jewett City Department of Public Utilities is seeking a dedicated and professional individual to join our team as a Customer Service / Billing Clerk. This role involves direct interaction with customers, handling billing inquiries, processing payments, billing and ensuring accurate record-keeping. The ideal candidate will be detail-oriented, organized, and capable of multitasking in a fast-paced environment while providing exceptional customer service.

Key Responsibilities:

Customer Interaction:

- Greet and assist customers in a professional and courteous manner.
- Answer phone calls, screen inquiries, and direct customers to appropriate team members as needed.
- Address customer questions regarding billing, account information, payment options, and service issues.

Billing and Payment Processing:

- Process customer payments and issue receipts.
- Resolve billing discrepancies and explain account details clearly and accurately.
- Balance cash drawer, prepare daily deposits, and maintain payment records.
- Monthly and quarterly billing.

Administrative Tasks:

- Issue and maintain service order connections and disconnections.
- Prepare daily cash reports and ensure timely submission.
- Open, sort, and distribute incoming mail.
- Coordinate meter readings and service requests with linemen.

Accounts and Policy Management:

- Review customer accounts, identify potential issues, and proactively address concerns.
- Clearly communicate policies regarding billing cycles, deadlines, and service disconnection procedures.
- Educate customers about energy efficiency programs, conservation practices, and available rebates.

Complaint Resolution:

- Investigate customer complaints and provide timely and professional resolutions.
- Utilize problem-solving skills to address root causes of customer concerns.

System Navigation:

- Use customer management systems to update records, access account details, and process transactions efficiently.

Other related duties:

- Perform related duties, as assigned.

Qualifications:**Education and Experience:**

- High school diploma or equivalent; additional education or certifications are a plus.
- 1-3 years of experience in a customer service role, preferably in utility or billing operations.
- Experience handling high-volume cash transactions.

Skills and Abilities:

- Sharp basic math skills for billing and cash management tasks.
- Strong organizational skills with the ability to multitask and prioritize work effectively.
- Clear and concise communication skills, both written and verbal.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with billing software.
- Experience with cash drawer management and reconciliation.
- Ability to remain calm and professional when dealing with customers.
- Detail-oriented with a focus on speed and accuracy in data entry and record-keeping.
- Adaptable to changing policies and procedures.

Preferred Skills:

- Knowledge of utility billing systems and industry regulations is a plus.
- Bilingual proficiency is highly desirable.

Work Environment:

- Working within a customer service center.
- In-person and phone-based interactions with customers.

Please send your resume to:

Preferred Method

9 East Main Street
Jewett City, CT 06351
Attention: Elier Alvarado

Alternate Method:

You may email your resume to **ealvarado@jewettcitydpu.com** with the subject line: **"Resume for Customer Service / Billing Specialist."**