



# Village of Buckeye Lake, Ohio

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<b>JOB TITLE:</b>	Billing Clerk	<b>JOB CATEGORY:</b>	Public Works
<b>Department/Group:</b>	Water Department	<b>Job code/Req#:</b>	N/A
<b>Location:</b>	Buckeye Lake, Ohio	<b>Travel required:</b>	N/A
<b>Level/Salary range:</b>	\$19.00-23.00 / hour	<b>Position type:</b>	Full-time non-exempt
<b>Directly Reports To:</b>	Water Supervisor	<b>Date posted:</b>	May 2026
<b>Will train applicant:</b>	Yes with proper qualifications	<b>Posting expires:</b>	Once filled

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## APPLICATIONS ACCEPTED BY:

**Fax or Email:** clerk@buckeyelakevillage.com      **Subject line:** Billing Clerk Application

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## JOB DESCRIPTION

### SUMMARY:

Under the direction of the Water Department Supervisor, the billing clerk performs a variety of administrative and clerical duties to support the Village's water utility operations. The Billing Clerk is responsible for the day to day operations of the water department. They will maintain all water accounts and billing software records, keep records of all work done on system components, ensure all records are accurate for each account including billing, payments, and correspondence. The billing clerk will maintain a professional attitude in handling matters with the public in office, over the phone, and via email correspondence. They are responsible for ensuring that all office equipment is in working order and meets safety requirements, and should report and defects or issues to the water supervisor in a timely manner. They will work with customers to solve problems and provide excellent customer service as well as issue service work orders for the field workers in order to resolve any issues. They will assist with the development of department rules, regulations, and record keeping on the water system.

### PRINCIPLE DUTIES:

- ❖ Demonstrates regular and predictable attendance.
- ❖ Handles office bank deposits and mail pick-up and distribution.
  - o Prepares daily deposits, make deposits to financial institution, prepares monthly reports
  - o Accurately balance cash draws on daily basis.
  - o Utilize UAN software to post all water department revenue
- ❖ Promotes and maintains a positive and effective working relationship with all village personnel, residents, and customers.
- ❖ Greets and screens persons entering the Water Department.
- ❖ Receives and screens incoming departmental phone calls (e.g., responds to routine inquiries, provides final bill quotes, prepares and processes completed work orders, forwards call to appropriate party, takes messages, etc.); receives, screens and forwards information submitted to department to appropriate individuals.
- ❖ Maintain orderly and accurate reports/records for auditing purposes
- ❖ Prepares and processes monthly utility billings for water department payments, including checks, cash, credit cards and ACH; post in billing software for Water and Storm water.

- ❖ Keep all customer accounts up to date with most accurate information.
- ❖ Calculate and process all customer billing to be sent to mailing production; and process delinquencies for the county.
- ❖ Prepare door notices, reports to customers, and reports to county auditor.
- ❖ Interact with residents on a day-to-day basis, answering questions and directing them based on needs.
- ❖ Keep all department records according to the Village's Records Retention Policy
- ❖ Perform standard secretarial duties: taking messages, filing, record keeping, data entry, 10-key
- ❖ Other Office duties as they arise or as assigned.

## **QUALIFICATIONS / SKILLS:**

High school Diploma or equivalent. The Billing Clerk will have excellent office skills. Must be detail-oriented, self-motivated, and require minimal supervision to carry out their duties for the smooth running of the office. Must have excellent customer service skills to maintain good relationships and effective communication with village personnel and the public. Must have organizational skills to file and retrieve records with accuracy.

Must have a valid driver's license. Must be familiar with Microsoft Office including Word, Excel and Outlook, Adobe Acrobat, proficient typing skills, and working knowledge of or ability to learn to use office equipment, including printers, fax machines, and phone systems. Must be distinctly dependable and trustworthy, with a strong and proven work ethic. Must be willing to occasionally work outside normal business hours and attend trade schools or training seminars as necessary.