



## East Pennsboro Township

### JOB VACANCY ANNOUNCEMENT

**Job Title:** Utility Billing Clerk  
**Department:** Administration  
**Reports to:** Township Manager  
**Shifts:** M-F 10:00am – 2:00pm

**Classification:** Part-Time, Non-Exempt  
**Division:** Trash and Sewer  
**Wage:** \$17.00 an hour

The Utility Billing Clerk and Receptionist is the face and voice of the trash and sewer department. Their primary responsibilities will be to professionally and courteously assist customers in all aspects of their Trash and Sewer accounts.

#### Essential Duties and Responsibilities:

- Receives and process' all payments for trash and sewer bills
- Handles all aspects of dog license applications.
- Answers the phone, handles citizens complaints, and answers questions on utility billing and trash collection.
- Processes seasonal applications for compost and tan bark.
- Communicates with trash company to update status on customer complaints, or problems with pick up.
- Balances cash drawers and customer payments, and writes receipts for various departments.
- Keeps a basic understanding of all departments within the Township to effectively answer telephone and directs calls.
- Sorts and distributes mail and prepares outgoing mail for pick-up.
- May be asked to work more hours at times to cover vacations or extended absences.
- Provides positive and active support of town customers, citizens, and coworkers.
- Performs other duties as apparent or assigned.

\*\*The duties listed above are illustrations of the types of work that may be performed in the position. Omission of specific statements of duties does not provide an exclusion if the work performed is similar, related, or a logical assignment to the position. The job description may be subject to change by the employer as the needs of the employer and/or requirements of the job change.

#### Required Skills and Qualifications:

- High school diploma/GED
- Prior customer service and/or office experience a must
- Strong customer service, written and oral communication, and attention to detail skills
- Ability to professionally and reliably maintain confidential and secure information
- Ability to work in a fast-paced environment and maintain organization
- Ability to self-motivate and work within deadlines while operating independently

#### Preferred Skills and Qualifications:

- Experience working with billing software
- Experience working in the public sector

Please submit completed applications to:  
East Pennsboro Township  
Amber Wolfe, Human Resources  
awolfe@eastpennsboro.net  
98 South Enola Drive  
Enola, PA 17025

For a paper application or for assistance filling out an application, please visit the Township Building room 103.