



LAKE COUNTY DEPARTMENT OF UTILITIES

Administration Division

Customer Service/Billing Specialist

The Customer Service/Billing Specialist is responsible for range of clerical, billing and customer service duties, including review of meter readings, preparing accounts for billing, answering customer inquiries and performing research to resolve discrepancies.

Essential Job Functions:

- Explains how bills are computed and seeks to satisfy customer complains relating to sewer and/or water service. Collects data to correct errors and discrepancies on customer accounts. Schedules work orders to investigate and resolve account issues. Performs data entry and other related data processing duties.
- Computes meter readings by reviewing a variety of reports in preparing accounts for residential, commercial and specialized billings. Processes billing on sheriff sales and bankruptcy and generates information needed for resolutions. Processes customer and title company inquiries for final/period end billings.
- Processes delinquent notices and shut off notices for water customers. Accepts payments made by customer for sewer and/or water charges. Maintains assigned correspondence and ensures all information is completed accurately and in a timely manner. Reviews water/sewer permits for completion and establishes new accounts.
- Maintains inventory, prepares daily schedule, updates on/off list for water plants, back-up for operator, prepares mail, balances register, closes register, and delivers correspondence. Maintains financial records of daily receipts. Issues sewer deduct permits. Communicates verbally or in writing as needed.
- Balances reports and postage accounts. Mails billings to customers and reimbursements to city officials for sewer monies collected.

Minimum Qualifications:

Applicants must have a high school diploma/GED and a valid Ohio driver's license, or state ID. One (1) year office experience or equivalent is preferred.

Knowledge, Skills and Abilities:

Proficiency in Microsoft Office applications is preferred. Applicants should display strong skills in verbal and written communication, exhibiting organizational abilities, and consistently deliver general customer service in a professional fashion.



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Job Type: Full Time

Pay:

Starting: \$16.40/hr.

Fringe Benefits:

- Medical, Dental, Rx, Vision, Telemedicine, Gym Membership, EAP
- 12 Paid Holidays
- Sick (4.6 hrs./pay), Vacation (3.1 hrs./pay), Personal Days (6/yr. from sick time), Overtime, Compensation Time
- PERS 10% employee contribution with 14% employer contribution, Deferred Compensation, Public Student Loan Forgiveness

Send resumes to Kelly Andino at LCDUJobs@LakeCountyOhio.gov, or 105 Main Street, Painesville, OH, 44077 by May 8, 2022. Please reference job #2022-23.

**An Equal Opportunity Employer
M.F.H.V.**