

Part-Time Village Water Utility Clerk

Glenbeulah, Wisconsin

Job Overview:

The Village Water Utility Clerk plays a vital role in ensuring the efficient operation of the water utility system in the village of Glenbeulah. This part-time position involves a combination of administrative, customer service, and technical responsibilities to maintain accurate records, handle customer inquiries, and support the overall functioning of the water utility.

Responsibilities:

1. Customer Service:

- Serve as the primary point of contact for water utility customers, addressing inquiries, concerns, and service requests.
- Provide excellent customer service through effective communication, both in-person and over the phone.

2. Billing and Payments:

- Process water utility bills accurately and in a timely manner.
- Handle billing inquiries, resolve discrepancies, and assist customers with payment-related matters.

3. Record Keeping:

- Maintain accurate and up-to-date records of water usage, customer accounts, and billing information.
- Prepare and maintain reports related to water consumption and utility revenue.

4. Permitting and Compliance:

- Assist in processing water-related permits and ensuring compliance with local regulations.
- Work closely with regulatory agencies to adhere to water quality standards and reporting requirements.

5. Administrative Support:

- Provide administrative support to the water utility department, including filing, data entry, and document preparation.
- Assist in the organization and coordination of meetings and public hearings.

6. Workhorse Software Experience:

- Preference given to candidates with experience using Workhorse software for water utility management.

7. Emergency Response:

- Collaborate with emergency response teams in case of water-related incidents or outages.
- Communicate effectively with residents during emergency situations.

Qualifications:

1. Education:

- High school diploma or equivalent (additional education in a related field is a plus).

2. Experience:

- Previous experience in a customer service or administrative role is desirable.
- Familiarity with water utility operations or related fields is an asset.
- Experience with Workhorse software is preferred.
- Experience with QuickBooks software is preferred.

3. Skills:

- Strong interpersonal and communication skills.
- Proficient in basic computer applications and data entry.
- Detail-oriented with strong organizational skills.

4. Team Player:

- Ability to work collaboratively with other village staff and departments.

5. Adaptability:

- Willingness to learn and adapt to new tasks and challenges.

How to Apply:

Interested candidates should submit their resume to adetroye@glenbeulahwi.gov By May, 24, 2024. Please include "Water Utility Clerk Application" in the subject line.

Village of Glenbeulah is an equal opportunity employer and encourages candidates from diverse backgrounds to apply.