

Job Title: Utility Clerk

Location: Town of Syracuse, Indiana

Pay Rate: \$20.00 - \$22.00 per hour (Depending on experience)

Department: Clerk-Treasurer / Utilities Office

### Job Summary

The Utility Clerk for the Town of Syracuse performs a variety of clerical, financial, and customer service duties related to municipal utility services, which include the water and sewer billing. This position serves as a key point of contact for residents, handling billing, payments, account maintenance, and service requests while supporting daily operations of the Utilities Office.

### Essential Duties & Responsibilities

- Timely, Dependable, Willing to learn
- Prepare, process, and distribute monthly utility bills
- Receive and post payments (cash, check, online) and balance daily receipts
- Maintain and update customer utility accounts, including new service, transfers, and final bills
- Respond to customer inquiries in person, by phone, and via email regarding billing, service issues, and account status
- Generate work orders for service requests such as meter reads, shut-offs, reconnects, and leak checks
- Assist with delinquent accounts, including notices and payment arrangements
- Perform data entry and maintain accurate records and reports
- Reconcile accounts and assist with deposits and basic bookkeeping functions
- Coordinate with water/sewer departments regarding service issues and work orders
- Provide general administrative support including filing, correspondence, and report preparation
- Sewer liens

These duties reflect standard municipal clerk responsibilities such as billing, customer interaction, and recordkeeping found across towns.

### Minimum Qualifications

- High school diploma or GED
- Prior clerical, administrative, or customer service experience preferred
- Basic knowledge of accounting, cash handling, or bookkeeping
- Proficiency in Microsoft Office (Word, Excel) and general computer systems
- Strong attention to detail and organizational skills
- Ability to communicate effectively with the public in a professional manner

### Preferred Qualifications

- Familiarity with utility billing software or financial systems
- Experience working in a municipal or government office
- Experience handling cash and reconciling accounts

### Work Environment & Schedule

- Office setting at Town Hall or Utilities Office
- Regular interaction with the public
- Standard weekday hours; 8 a.m. to 4p.m.

### Key Skills & Competencies

- Customer service and communication
- Data entry accuracy and financial recordkeeping
- Problem-solving and conflict resolution
- Time management and multitasking
- Confidentiality and professionalism

### Benefits

- Insurance 100% paid for minus \$1.00 (Insurance starts 60 days after hire)
- Funded HSA for employees only (Starts 60 days after hire)
- Longevity
- INPRS (Retirement Pension)
- Cost of Living Raise
- Offers Dental and Vision
- Offers 401k

Please send resume to: Town of Syracuse / Attn: Clerk Treasurer /310 N. Huntington Street / Syracuse, IN 46567 or Email Resume to: [clerktreasurer@syracusein.gov](mailto:clerktreasurer@syracusein.gov) or drop off resume at 310 N. Huntington Street, Syracuse, IN 46567