

# City of Rio Hondo – Utilities Clerk

## **Job Summary:**

The Front Office Clerk - Utilities is responsible for managing the daily operations of the utilities office, including billing, customer service, and administrative support. This role is essential in ensuring that residents receive timely and accurate utility services while maintaining a high level of customer satisfaction.

## **Qualifications:**

- High school diploma or equivalent.
- Experience in computer systems and office software (e.g., Microsoft Office Suite).
- Excellent customer service and communication skills.
- Ability to handle cash transactions and manage accounts.

## **Job Duties:**

- Ability to do simple math.
- Operate 10 key calculators
- Perform various data entry, account reconciliation, and inquiries on computer system.
- Perform cash collections and customer service functions, routine clerical, data entry, simple bookkeeping and computer data entry for utilities and tax.

## **Experience:**

- 2 year experience in a clerical or administrative role is preferred.
- Type 50 WPM
- Experience in a utilities department or similar environment.

## **Pay:**

- Pay \$12 an hr.
- Full time.

