



## City of Greenwood – Part-time Billing Assistant/Receptionist

[Greenwood Employment Application](#)

<b>Job Title:</b>	Part-time Billing Assistant/Receptionist	<b>Job Category:</b>	Non-Exempt
<b>Department/Group:</b>	Finance/Sanitation and Stormwater	<b>Job Code:</b>	
<b>Location:</b>	City Building	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	Contingent on Experience	<b>Position Type:</b>	Part-time
<b>HR Contact:</b>	Human Resources Coordinator	<b>Supervisor:</b>	Deputy Controller
<b>Fax or E-mail:</b> (317) 887-5868 or HR@greenwood.in.gov	<b>Mail: City of Greenwood</b> Attention: Human Resources Department 300 S. Madison Avenue Greenwood, IN 46142		
<b>Job Purpose:</b>	<b>Support Finance Department by providing utility customers with service and billing information and resolutions to billing problems. Answer calls and direct and greet incoming Sanitation and Stormwater customers.</b>		

**Duties and Responsibilities:**

- Compliance with the Code of Conduct and Ethics as outlined in the Employee Handbook.
- Direct and greet walk-in Sanitation and Stormwater customers, providing assistance by answering questions and furnishing information.
- Resolve service and billing problems by clarifying customer complaints and inquiries by determining the cause of the problem and selecting and providing the best solution to the problem.
- Update and maintain customer account information including financial balances, address changes and resolutions to problems.
- Monitor and maintain log of voicemail messages; respond as necessary.
- Assist with clerical duties including typing, filing and appointment scheduling.
- Perform other duties as assigned.

**Job Requirements:**

- **Education:** High School Diploma or GED.
- **Experience:** Customer Service, computer, switchboard and clerical experience a plus.
- **Skills and Abilities:** Must possess excellent communication skills including phone skills, documentation skills and customer service skills. Must be able to analyze accounts and other information and have the ability to operate computer, telephone system and other office equipment
- **Physical:** Must be able to sit for long period of time and be able to lift up to 20 pounds.

By signing, I acknowledge that I have read, understand and will comply with the duties and responsibilities for employment in this position.

The City of Greenwood is an “at will” employer and has the right to terminate the employment relationship at any time.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Approved By:**



**City of Greenwood – Part-time Billing Assistant/Receptionist**