



City of Greenwood – Billing Assistant/Receptionist

Job Title:	Billing Assistant/Receptionist	Job Category:	Non-Exempt
Department/Group:	Finance/Sanitation and Stormwater	Job Code:	
Location:	City Center 300 South Madison Avenue Greenwood, IN 46142	Travel Required:	No
Level/Salary Range:	Contingent on Experience	Position Type:	Part-time
HR Contact:	Human Resources Coordinator	Supervisor:	Deputy Controller
Fax or E-mail: (317) 887-5868 or HR@greenwood.in.gov	Mail: City of Greenwood Attention: Human Resources Department 300 S. Madison Avenue Greenwood, IN 46142		
Job Purpose:	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.		

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.
- Assist in portions of billing process to support full time finance employees.
- Process Assessment letter requests of properties with Sewer/Stormwater/Trash service.
- Be able to answer general City Services questions for residents accurately and pleasantly.
- Note all accounts or properties when there has been communication with customer or staff regarding said property/account.
- Scan all items from full time staff.
- Follow and complete daily task list from Supervisor.
- Perform other duties as assigned.



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Job Requirements:

- **Education:** High School Diploma or GED.
- **Experience:** Customer Service, computer, 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: