



**POSITION TITLE: UTILITY BILLING CLERK**  
**REPORTS TO: FINANCIAL SERVICES DIRECTOR**  
**OPENING DATE: 04/15/2026**                      **CLOSING DATE: 04/25/2026**  
**HOURLY RATE: \$18.00**                      **FLSA STATUS: NON-EXEMPT**  
**EMPLOYMENT TYPE: FULL TIME**  
**Drug-Free Workplace / Equal Opportunity Employer**

## **Position Summary**

The Utility Billing Clerk performs responsible clerical and customer service work in support of the City's Water and Sewer utility billing operations. This position assists with maintaining accurate utility account records, processing payments, handling service requests, and providing front-line customer service to residents and contractors. Work is performed under the supervision of the Financial Services Director.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities at any time.

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## **Essential Duties and Responsibilities**

### **Utility Billing & Account Maintenance**

- Maintain and update utility billing records for water and sewer accounts.
- Process new service applications and close-out service requests.
- Assist with account adjustments and billing inquiries.
- Ensure accurate posting of payments and service changes.

### **Cash Receipting & Financial Processing**

- Receive utility payments and other City revenue.
- Post payments into the City's cash receipting system and General Ledger.
- Balance daily receipts and assist with reconciliation processes.
- Maintain accurate financial documentation and records.

### **Customer Service & Front Desk Support**

- Provide friendly in-person customer assistance at City Hall.
- Answer multi-line telephone system and respond to inquiries in a high volume setting.
- Direct calls and visitors to appropriate departments.
- Handle general public inquiries in a professional and courteous manner.

### **Administrative Support**

- Prepare letters, memoranda, reports, and other documents as requested.
  - Sort, scan, and file correspondence and utility documentation.
  - Maintain organized filing systems (electronic and physical).
  - Assist other Finance Department staff as needed.
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## Physical Requirements

- Ability to sit or stand for extended periods while performing clerical duties.
  - Frequent keyboarding and computer usage.
  - Manual dexterity to operate office equipment.
  - Ability to bend, stoop, reach, and retrieve files.
  - Visual acuity and hearing within normal ranges (with or without correction).
  - Ability to handle stressful situations and maintain accuracy under pressure.
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## Minimum Qualifications

- High School Diploma or GED required.
  - One (1) year of administrative or clerical experience preferred.
  - Experience in a Utilities Department or municipal finance environment preferred.
  - Basic knowledge of accounts payable or cash receipting preferred.
  - Proficiency in Microsoft Office applications.
  - Ability to pass required background screening for employment with the City of Florida City Finance Department.
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## Work Environment

- Work is performed primarily in an office setting at City Hall.
  - Position requires regular interaction with the public.
  - Not eligible for remote work.
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### **HOW TO APPLY:**

Must submit a cover letter, resume and three (3) references. Send completed submittal via email or to the address below:

City of Florida City  
Attn: Human Resources  
404 West Palm Drive  
Florida City, Fl 33034  
305-247-8221  
[pdirector@floridacityfl.gov](mailto:pdirector@floridacityfl.gov)