



Position Title: Customer Service/Billing Clerk

Reports To: General Manager
Employment: Full-time 40 hours per week
8:00am – 5:00pm Monday - Friday
FLSA Status: Non-exempt

Work Place Introduction

Laurens Municipal Power & Communications provides reliable, safe and affordable electric, internet and telephone services within the City of Laurens. Our mission is to support and enhance the quality of life in our community through honesty, integrity and respect. We value excellence and a community minded approach.

Position Purpose

The **Customer Service/Billing Clerk** will perform a variety of customer service and billing related tasks. This position will report to and support the General Manager and will provide a high level of customer service to members of our community, vendors, LMPC staff, and City staff.

Duties and Responsibilities

- **Receptionist:** greet visitors, answer telephone calls, process incoming and outgoing mail including pick-up and delivery to the post office
- **Daily office operations:** receive and process applications for service, enter new account information in the Communication and Utility Billing system, update existing information, create service orders, assist and support General Manager and Accounting/Billing Clerk
- **Accounting:** process cash, check and credit card payments in-person and by telephone, create receipts, prepare deposits, maintain and balance cash drawer, assist with collections and resolving issues related to billing services

Knowledge and Skills

- Exceptional customer service skills
- Understanding of accounting techniques, concepts and principles
- Strong attention to detail with high degree of accuracy
- Excellent communication, both verbal and written
- Microsoft Office skills with proficiency in Word and Excel
- Ability to prioritize and complete tasks and projects with minimal supervision

Education / Training Preferences

- High School Diploma, GED, or some college in a related field, or equivalent education, training and experience

Required Licenses, Registrations, and Certifications

- Valid Driver License
- Authorized to work in the United States

Physical Demands

- Sitting: up to 1 hour at a time at a desk
- Standing: up to 1 hour at a time
- Walking: walk throughout LMPC facility
- Lifting and Carrying: lift and carry up to 20lbs
- Pushing/Pulling: to access file cabinets and drawers
- Hand coordination: Bilateral hand coordination to write, type, use mouse, and handle paperwork

Residency Requirement

- All employees having emergency or on-call status must reside within a two (2) mile radius of the outer most corporate limits of the City of Laurens.
- This position does not have emergency or on-call status.
- Desired preference: All LMPC employees live in Laurens, allowing the individual to receive services provided by LMPC and understand the experience encountered by our customers.

Work Environment

- Most work is performed in an office, seated at a desk, using a computer or other office equipment. Frequent interruptions such as phone calls or visits from customers or co-workers.
- Work volume will fluctuate. Work will consist of time sensitive and long-term projects. Self-motivation and time management skills are essential.
- Position descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the General Manager. Laurens Municipal Power & Communications reserves the right to change or reassign job duties or combine positions at any time.

All requirements are subject to possible modifications to reasonably accommodate qualified individuals with disabilities. Prospective employees and incumbents are encouraged to discuss possible accommodation with Laurens Municipal Power & Communications.

Laurens Municipal Power & Communications is an equal opportunity employer.

Our Mission

- Provide reliable, safe, and affordable Electric, Internet and Telephone services.
- Support and enhance the quality of life of our community and employees.

Our Values

- Honesty, Integrity, & Respect – Treat others the way we want to be treated.
- Excellence – Committed to providing safe, reliable, and affordable products and services.
- Community Minded – Improve the quality of life and vitality of our community.