



**PART-TIME POSITION DESCRIPTION**

# Enterprise Specialist

Department: Water Utility / Enterprise Fund | Reports to: Finance Officer or Designee  
Coordinates with: Public Works Director and Town Clerk | Employment status: Part-time / Non-exempt

Provides accurate, courteous, and confidential billing and account support for the Town's water utility. Maintains customer accounts, prepares utility bills, posts payments and adjustments, coordinates meter and service information, assists customers, and supports the financial records of the Water Utility Enterprise Fund.

## Utility Billing and Customer Accounts

- Maintain water utility customer accounts, including new accounts, transfers, closures, deposits, mailing addresses, contact information, service locations, and authorized account notes.
- Import or enter meter readings; review consumption and exception reports; identify unusual usage, missing readings, potential leaks, and other billing irregularities for follow-up.
- Prepare, review, and issue accurate water and sewer bills according to the Town's adopted rate schedules, billing calendar, ordinances, policies, and approved procedures.
- Calculate and document prorations, penalties, late fees, deposits, refunds, credits, approved leak adjustments, billing corrections, and other authorized account changes.
- Research account histories and supporting records to resolve billing questions and discrepancies; explain charges, usage, policies, and account status clearly and respectfully.
- Protect confidential customer and financial information and maintain complete, accurate, and auditable records.



## **Payments, Collections and Reconciliation**

- Receive and post payments made by cash, check, card, online portal, bank draft, lockbox, or other approved method; issue receipts and balance daily activity.
- Reconcile billing-system transactions, payment batches, adjustments, refunds, deposits, returned payments, and daily totals with the Town's financial records.
- Prepare and maintain delinquency lists, notices, payment-arrangement records, cutoff and restoration lists, and related correspondence in accordance with Town policy and applicable law.
- Apply approved collection procedures consistently; refer disputed, sensitive, unusual, or high-risk accounts to the Finance Officer or Town Manager.
- Assist with month-end and year-end reconciliations, aging reports, revenue summaries, account audits, and documentation requested by auditors or management.

## **Service Coordination and Customer Assistance**

- Create, route, track, and close service orders for meter checks, reads, connections, disconnections, restorations, leaks, repairs, and other water-utility needs.
- Coordinate with Public Works staff to verify meter readings, service status, completed work, and field findings before account updates are finalized.
- Provide professional in-person, telephone, email, and written customer service; receive concerns calmly, document the facts, and follow through until the matter is resolved or referred.
- Explain payment options, due dates, delinquency procedures, deposits, service requirements, and available forms without promising exceptions that have not been authorized.
- Maintain current customer forms, notices, billing inserts, service-request records, and standard correspondence.

## **Enterprise-Fund Administration and Internal Controls**

- Maintain organized electronic and paper records for billing, payments, adjustments, service orders, meter activity, deposits, refunds, and customer correspondence in accordance with retention requirements.
- Prepare routine reports on billings, collections, consumption, delinquent accounts, adjustments, deposits, and other water-utility activity.
- Follow cash-handling, segregation-of-duties, approval, cybersecurity, privacy, and records-management controls; promptly report discrepancies or suspected errors.
- Assist the Finance Officer, Town Clerk, Public Works Director, auditors, and other authorized staff with account research, records, reports, and special projects.
- Perform other related duties as assigned.



## Minimum Qualifications and Competencies

- High school diploma or GED required; associate degree or additional coursework in accounting, finance, business administration, public administration, or a related field preferred.
- Prior experience working in municipal government required; experience with municipal utility billing, water customer accounts, local-government finance, cash collections, or customer service strongly preferred.
- Working knowledge of billing, accounts receivable, payment posting, account reconciliation, recordkeeping, and customer-account research.
- Proficiency with Microsoft Office and the ability to learn and accurately use utility-billing, payment-processing, document-management, and financial software.
- Ability to perform accurate calculations, recognize inconsistencies, organize detailed records, protect confidential information, and meet recurring deadlines.
- Ability to interpret and consistently apply adopted rate schedules, ordinances, policies, procedures, and supervisory instructions.
- Strong written and verbal communication, sound judgment, patience, professionalism, and the ability to work effectively with residents and Town employees.

## Work Schedule and Conditions

Part-time work performed primarily in Town Hall or another assigned municipal office. The schedule will be established by the Town based on operational needs and may require coverage during billing cycles, due dates, month-end processing, audits, or staff absences. The position requires frequent computer and telephone use, sustained attention to detailed financial information, routine interaction with the public, and occasional movement of files or office materials. Reasonable accommodations may be provided in accordance with applicable law.

## Performance Expectations

Successful performance is demonstrated through accurate and timely billing, correct payment posting and reconciliation, complete account documentation, consistent application of Town policy, prompt coordination of service requests, protection of confidential information, and professional customer service.

*Disclaimer: This description states the general nature of the position and is not an exhaustive list of duties. Responsibilities may be modified to meet Town needs. The Town of Mount Gilead is an Equal Opportunity Employer.*

## Employee Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, performance expectations, and work conditions of the Enterprise Specialist position. I understand that this description is not an employment contract or a complete list of every task. I accept responsibility for performing these duties and other related duties as assigned by the Finance Officer, Town Manager, or designee.

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

Town representative \_\_\_\_\_

Date \_\_\_\_\_