

## **Job Posting**

### **Utility Billing Agent**

**Department:** Water System

**Location:** Monroe County Water Department

**Hourly Rate:** \$22.11 per hour

### **Position Summary**

The Utility Billing Agent manages and directs billing, collections, and customer service operations for the County's water customers. Working under limited supervision, this role ensures accurate billing processes, maintains essential records, and provides high-quality service to the public.

### **Essential Duties and Responsibilities**

- Prepare, review, and audit consumption reports.
- Manage computerized utility billing system.
- Identify accounts requiring meter verification.
- Issue work order requests.
- Correct and rerun billing reports as needed.
- Process monthly bills and delinquency reminders.
- Assess penalties on delinquent accounts.
- Maintain accurate and up-to-date records.
- Respond to customer questions, complaints, and concerns.

### **Minimum Qualifications**

- High school education plus specialized training related to the position.
- One to three years of relevant experience.
- Experience handling cash and balancing receipts preferred
- Basic computer proficiency and data entry skills
- Strong communication and organizational skills
- Ability to work with the public in a professional and courteous manner

### **How to Apply**

Applications are available at [www.Monroecoga.org](http://www.Monroecoga.org) under "Departments," "Human Resources," and "Employment Applications," or may be picked up at the Monroe County Commission Office, 38 West Main Street, Monday–Friday, 8:00 a.m. – 5:00 p.m.

Completed applications must be submitted:

- In person to the Monroe County Administration Office, or
- By email to the Human Resources Department at [jabbott@monroecoga.org](mailto:jabbott@monroecoga.org)

**Application Deadline:** Applications will be accepted for two (2) weeks from the date of posting. The deadline to apply is March 13, 2026, at 5:00 PM.

Monroe County is an Equal Opportunity Employer, a drug free workplace and participates in E-Verify.