

Job Posting**Utility Receptionist / Clerk****Department:** Water System**Location:** Monroe County Water Department**Hourly Rate:** \$19.10 per hour**Position Summary**

Monroe County is seeking a professional, dependable, and customer-service oriented Utility Receptionist/Clerk to support daily operations of the Water Department. This position serves as the first point of contact for customers and provides clerical and payment-processing support essential to utility operations.

Essential Duties and Responsibilities

- Answer multi-line telephone system and greet walk-in customers
- Provide information regarding water services, billing, and county policies
- Set up new utility accounts and maintain accurate customer records
- Accept and post customer payments
- Balance cash drawer and credit card machine daily
- Assist with resolving customer concerns and complaints
- Prepare routine reports and perform general clerical duties

Minimum Qualifications

- High school diploma or GED required
- Previous clerical, receptionist, or customer service experience preferred
- 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 online at:

www.monroecoga.org

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

Application Deadline: Applications will be accepted for two (2) weeks from the date of posting. The deadline to apply is **March 12, 2026, at 5:00 PM.**

Monroe County is an Equal Opportunity Employer and participates in E-Verify.