



# Copeville SUD

Strengthening our community with  
quality and service

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**WE'RE  
HIRING!**

## **Billing Clerk Position**

The Billing Clerk is responsible for greeting customers in person or via telephone, receiving and responding to emails and correspondence from customers. Receiving & processing utility payments, balancing cash drawers daily. Trouble shooting customers concerns regarding billing.

The job duties include, but are not limited to:

Basic office skills include typing, copying, printing, and filing.

Answering incoming calls in a timely manner.

Providing customers with accurate account information and educating them on appropriate policies and procedures.

Effectively redirecting calls to the appropriate department.

Communicating customer concerns and feedback to management.

Processing Utility Payments

Process and maintain customer accounts including changes in customer names, addresses, account status.

Create Work Orders for customer issues including leaks, water service line locates, and more.

### **Basic Qualifications:**

High School Diploma or GED equivalent

Minimum 1 year of experience related to the job description.

Bilingual Spanish/English required.

Health / Dental / Vision Insurance offered.

M-F 8:00-4:30

*Apply in Office or Online*