

CITY OF WEST POINT
WATER & LIGHT DEPARTMENT

JOB TITLE: TELLER

DEPARTMENT: WATER & LIGHT BILLING OFFICE

LOCATION: 644 EAST BROAD STREET

HOURS: MONDAY- FRIDAY; 8:00 AM- 5:00 PM

SUPERVISOR: DEBRA YOUNG

JOB DESCRIPTION:

- Answer phone calls with professional phone etiquette
- Process cash/check payments from Night Deposit, Mail, Walk-ins, and Drive-Thru
- Operate Microsoft Word, Excel, fax, scanner and copier
- Assist customers who question electric/water bills and usage
- Setup new connect/disconnect service orders
- Process service orders to activate new accounts, close final accounts and mail final bills
- Setup accounts on bank draft (ACH)
- Take extension applications
- Reconnect service after disconnect payment is received
- Vacuum, dust, sweeping, mopping, clean bathrooms, and other housekeeping tasks
- Other responsibilities include: processing returned mail, collections for return checks, processing bank drafts, maintaining Building Department deposits, collecting bad debt, and other tasks directed by supervisors
- Become proficient in billing and meter systems
- Protect private information
- Must have excellent cashier skills and maintain accurate daily cash register balance
- Must be able to multi-task and handle high volumes of customer traffic