

Utility Customer Account Clerk – City of Portage

The City of Portage is excited to announce an opportunity for a full time Utility Customer Account Clerk to join our Team.

What You'll Do

Utility Customer Account Duties:

- Manage utility customer accounts for Water & Sewer Utilities; answer phones and assist customers at front counter.
- Prepare, issue, and process monthly utility bills, final bills, and payments.
- Coordinate field scheduling with Utility employees (meter reads, shut-offs, service requests).
- Process connection fees and special assessments when applicable.
- Assist with PSC filings, annual utility reports, audits, and compliance submissions.
- Prepare utility-related correspondence, notices, and mailings.
- Assist with utility budget preparation and financial monitoring.

General Administrative Support

- Perform accounts receivable duties and cash receipting.
- Assist Treasurer with accounting tasks, monthly reporting, and reconciliations.
- Support counter services, including tax collection during tax season.
- Maintain City files, vendor records, and archival documents

A full position description is available on our website at www.portagewi.gov or at the Portage Municipal Building, 115 W. Pleasant Street.

What We're Looking For

- High school diploma or equivalent; additional coursework in business, accounting, public administration, or related field preferred.
- Experience with office administration, customer service, or municipal operations preferred.
- Strong computer skills, including Microsoft Office; willingness to learn municipal software.
- Ability to maintain confidentiality, work independently, and manage multiple priorities.
- Excellent written and verbal communication skills

Why Join Us?

The starting pay range for this position is \$19.50 - \$24.37/hour (commensurate with experience), with a comprehensive benefits package.

Work Hours

This is a full-time role with regular hours from 8:00AM-4:30PM, Monday through Friday, with the option to complete all hours by 12:30PM on Fridays.

Apply Today!

Submit your resume and/or City of Portage Employment Application to Jennifer.becker@portagewi.gov or by mail to Jennifer Becker, Finance Director at Portage Municipal Building, 115 W. Pleasant Street, Portage, WI 53901. All application materials must be submitted by 12:30 PM on Friday, January 30, 2026.

**City of Portage
Position Description**

Status: Full Time (Non Exempt) **Department:** Water Utility/Administration
Title: Utility Customer Account Clerk **Pay Grade:** F
Date: May 2017/Rev. 12/2024 **Reports To:** Finance Director

Purpose of Position

This position exists to assist with utility billing and customer account functions.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs utility billing functions: receives & processes customer payments of utility bills; assists in confirming totals on receipts; assist with recording receipts and payables in accounting software; makes daily bank deposits of cash receipts; assists in monthly billing process; assists customers with service requests and refers problems to appropriate personnel. Performs account reconciliation and deposits of cash receipts.
- Performs general secretarial functions: performs data entry, answers telephones, records messages, and directs calls to appropriate personnel; assists in data collection and word processing of various reports; assists with compiling and maintaining information and records for reports, correspondence, accounting functions or as requested.
- Coordinate with and provide utility accounting information to Finance Director and Public Service Commission for required reports, budgets, rate analysis or as requested.
- Acts as back up to and assists with Utility Account Clerk functions and other accounting duties.
- Assists with counter duties and serves as a back up to front counter staff.
- Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School diploma with additional training in accounting or secretarial skills and one to two years related experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of office equipment such as personal computer, calculator copier/printer/scanner and telephone.
- Ability to sit or stand up to 4 hours and lift up to 30 pounds up and down stairs.
- Possess or ability to obtain a Wisconsin Driver License within 6 months of hire or have access to reliable transportation.

Mathematical Ability

- Ability to add, subtract, multiply, divide, and calculate decimals and percents.

Language Ability and Interpersonal Communication

- Ability to comprehend and interpret a variety of documents such as, laboratory reports, meter readings, billing/accounting software and correspondence.
- Ability to utilize spreadsheet and word processing software in the preparation of reports and correspondence.
- Ability to prepare a variety of documents such as billings, payroll reports, disconnection notices, water sample reports, meeting minutes, sewer allocations, well pumping records, and Public Service Commission reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to record and deliver information, explain procedures, and follow instructions.
- Ability to communicate effectively with supervisors, sales representatives, the general public, and others.

Environmental Adaptability

- Work is performed in office environment. Ability to travel to attend conferences, training seminars, etc.

The City of Portage is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

Approved by Council: December 12, 2024