City of Raytown
10000 East 59th Street
Raytown, MO 64133-3993
Phone: 816-737-6078 Fax: 816-737-6097

Position Announcement

LEAD SEWER BILLING CLERK

Department:	Finance	Posted:	November 3, 2026
Grade/Status:	Non-Exempt	Salary:	**Depending on Experience**

Job Description:

To perform clerical accounting work related to processing customer sewer billings and receiving payments for sewer billing; assist customers as needed; assist in the maintenance of accounting or financial records; and perform a variety of clerical tasks relative to assigned areas of responsibility. Lead/Advise on sewer-area situational issues and daily/monthly workflow.

Required Knowledge, Skills, and Abilities:

Essential Functions:

1. Maintain a positive work atmosphere by acting and communicating in a manner that is helpful, polite and professional with customers, coworkers and managers.

2. Perform clerical accounting work involving the processing and maintenance of sewer billing, and other financial transactions as assigned.

3. Perform customer service activities including at the front counter, via telephone, and internet; collect payments due from customers; work with customers on establishing new or revised accounts; verify correct amounts for billings and payments; post payments into computer system; search for water account information for customers with delinquent sewer billings; assist in process to cut-off water service for late payments; process refunds.

4. Answer questions and provide information to the public, outside agencies and other departments and divisions; receive citizen complaints and questions; resolve issues or refer to appropriate staff members for resolution.

5. Perform billing activities in assigned department or division; review meter or other readings; enter data into computer; generate bills and review for accuracy; research billing errors, adjust as necessary and process refunds; process new and final account billings to database; process penalties and delinquent payments to billing system; prepare reports of customer accounts for various City staff members, outside agencies and other appropriate parties.
6. Research any area issue including abnormalities or contention to provide a solution to controller.

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7. Lead sewer billing staff through daily/monthly tasks and procedures to ensure accurate and timely billings to sewer customers.

8. Process sewer billing ACH bank draft requests with our banking institution

9. View and correct sewer billing payments received through bank lock box. Download lock box payment file into Incode.

10 Maintain all aspects of sewer billing deposits.

11. Issue welcome letters to new sewer billing customers.

12. Process city circuit breaker request forms.

13. Maintain and process title search inquiries.

14. Process sewer accounts for collection agency to pursue.

15. Upload files to outside agency for monthly print job of sewer bills.

16. Update "Message Center" information on monthly sewer bills.

17. Operate a variety of office and computer equipment, including fax machines and copy machines

Special Requirements:

QUALIFICATIONS

Knowledge of:
Accounts receivable and billing.
Principles and practices of basic mathematics.
Modern office procedures, methods and equipment including computers.
Principles and procedures of financial record keeping.
Principles and practices of basic word processing.
Pertinent Federal, State and local laws, codes and regulations.
Effective customer service techniques and communications.

Ability to:
Maintain a variety of payment and bookkeeping records and reports.
Interpret and explain department policies and procedures.
Respond to requests and inquiries from the general public.
Operate office equipment including computers and supporting word processing applications.
Understand and follow oral and written instructions.
Establish and maintain effective working relationships with those contacted in the course of work.
Communicate clearly and concisely, both orally and in writing.

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Maintain mental capacity which allows for effective interaction and communication with others.
Maintain physical condition appropriate to perform assigned duties and responsibilities.
Deal effectively with various types of customers and coworkers, often in stressful conditions.
Maintain effective audio-visual discrimination and perception needed for:

- making observations
- communicating with others
- reading and writing
- operating assigned equipment.

Maintain mental capacity which permits:

- making sound decisions
- using good judgement
- demonstrating intellectual capabilities.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:

- sitting and standing for extended periods of time
- working closely with others
- operating assigned equipment.

Experience and Training Guidelines
Any combination of experience and training that likely provides the required knowledge and abilities qualifies. A typical way to obtain knowledge and abilities would be:

Experience:
Two years of accounting clerical experience preferred. Also, prior experience as a utility clerk and/or sewer billing clerk.

Training:
Equivalent to the completion of the twelfth grade. Additional specialized experience in bookkeeping, accounting, customer service, or related field preferred.

ADA Requirements: Physical Requirements: Maintaining physical condition necessary for standing and sitting for prolonged periods of time; manual dexterity; adequate eyesight, hearing, and speech required; may be necessary to operate assigned vehicle.

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Working Conditions:

Environmental Conditions:
Office environment; exposure to computer screens; exposure to potentially hostile individuals.

Physical Conditions:
Essential and marginal functions may require maintaining the physical condition necessary to sit for prolonged periods.

Schedule:	Varies
Benefits:	Full-time employees are eligible for the City benefit package.
Application Process:	Complete the employment application. Obtain and return to: Raytown City Hall, 10000 E. 59th St., Raytown, MO 64133, Attention: HR.
Closing Date:	Open into filled

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodation(s), if needed, may be made to enable individuals with disabilities to perform the essential functions of the position in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.