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Interested individuals must come to the Human Resources Office to complete an application for the position between the hours of 8:00 and 5:00, Monday through Friday or online at the Pulaski County website at [www.pulaskicounty.net](http://www.pulaskicounty.net). The Human Resources Office is located in Suite 100 of the Pulaski County Administration Building - 201 S. Broadway, Little Rock.

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**POSITION:** **COLLECTION / BILLING CLERK**  
*This position is open to County Employees and the General Public*

**POSITION NO:** 20

**STARTING SALARY:** \$29,121 - \$32,758

**DEPARTMENT:** SANITATION (3800)

**PRIMARY RESPONSIBILITY/FUNCTION:** Responsible for processing work orders for Sanitation, logging Animal Services calls, maintenance and billing of Sanitation accounts, maintenance of delinquent fee records, and collection of delinquent fees.

**ESSENTIAL FUNCTIONS:**

- Answers telephone calls on a multi-line telephone; provides general information concerning services provided by the Sanitation and Animal Services Department.
- Relays messages to Solid Waste and Animal Services personnel.
- Greets visitors and directs visitors to appropriate department personnel.
- Operates a computer with databases for Sanitation and Animal Services.
- Enters service requests into networked computer system; selects appropriate form from in-house database for service complaints, cart requests, and scheduling of bulky item and limb pickups.
- Emails and prints work orders as needed.
- Follows up with customers to ensure complaints have been addressed and pickups completed.
- Maintains files, reports, memos, and other correspondence concerning solid waste collections.
- Inputs payments into billing software and process deposits from collected sanitation fees.
- Updates the Work Order Management (WOM) system to update customer information as necessary; inputs notes in customers' accounts recording activity.
- Utilizes reports from water companies to update customer and billing information.
- Assists in mailing letters to notify residents of delinquent status of account.
- Contacts residents by telephone to make effort for collection of delinquent collection fees.
- Establishes files for delinquent accounts.
- Compiles reports of delinquent amounts collected.
- Receives payment in person and issues receipts for fees; logs in payments listing name, account number, and payment amount.
- Receives domestic animal complaints by telephone; logs complaint into computer database; and dispatches appropriate Animal Control Officer when requested based on location of complaint.
- Compiles weekly and monthly reports reflecting department activity as requested.
- Establishes new sanitation customer accounts in the computer system; forwards account information and guidelines to new customers.
- Verifies bank deposits.
- Maintains landlord files current in the Work Order Management system and in the billing and collection database.
- Inputs ticket numbers into database from solid waste contractor acknowledging work orders.
- Receives printout of delinquent accounts from billing agencies.
- Provides assistance with special projects such as large mail-outs and certified mail.
- Calculates sanitation bills by using monthly fee schedule to produce a bill manually when needed.
- Prepares memos for refunds to Sanitation accounts; obtains Director's signature; forwards to supervisor.
- Performs other related duties as required.

**PHYSICAL REQUIREMENTS:**

- Digital dexterity necessary for keyboard operation.
- Visual acuity needed for use of computer screen.
- Ability to orally communicate effectively, in person and by telephone.

**WORKING CONDITIONS:** Work is performed in a smoking restricted office environment. Duties occasionally involve dealing with aggressive individuals or unpleasant situations. Occasional trips to various locations within Pulaski County are required.

**MINIMUM QUALIFICATIONS:**

Completion of high school or GED equivalency; considerable work experience with billing, bookkeeping, collection, or financial record keeping; some experience with computer operations; or any equivalent combination of experience and training which provides the required skills, knowledge, and abilities.

**PREFERENCE:** Bilingual language skills.

**OPEN DATE:** 05-19-2017

**CLOSE DATE:** 05-25-2017 (5:00 p.m.)

**Please Note:** Applications will not be accepted after the Close Date. A selection will not be made until the Close Date and all applications have been received by the selecting official.

19 May 2017

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