



Customer Account Specialist

Utility office

Job Posting

Position Title:	Customer Account Specialist
Department:	Utility Office
Work Schedule:	7:00a – 12:00p, 1:00p-4:00p
Salary:	\$21.48 – 24.72
Benefits:	https://www.cityofgreensburg.com/city-services/city-employees/employee-benefits/
Status:	Full time, non-exempt
Application Deadline:	7/15/2026

The City of Greensburg Utility Office is seeking a full-time Customer Account Specialist to assist customers, process utility payments, and support essential office functions.

Application and complete job description are available in the Clerk-Treasurer's office (314 W. Washington St., Greensburg) or online at: <https://www.cityofgreensburg.com/city-services/city-employees/job-opportunities/>

Please submit completed applications to Julie Nobbe, Personnel Administrator, at the Clerk-Treasurer's Office or by email at careers@greensburg.in.gov. Applications submitted by email MUST be in PDF format and include the position title in the subject line to be considered.

PRIMARY RESPONSIBILITIES:

- Process applications for new and existing services, including Auto Pay, E-Bill, erosion control, and new construction, while maintaining accurate records and handling customer communications regarding past-due or disconnect notices.
- Collect, process, and post customer payments from all sources; reconcile daily transactions and prepare, file, and balance payment and adjustment reports.
- Provide front-line customer service by answering phones, responding to emails, greeting visitors, and directing inquiries to the appropriate staff.
- Maintain accurate consumption and meter data, including entering readings, converting commercial usage, identifying abnormal usage, coordinating with Meter Technicians, and processing adjustments for leaks.

- Support billing operations by preparing bills, processing work orders for field staff, maintaining clerical records, mailing sewer liens, issuing permits, and assisting the Billing Manager as needed or during their absence.

QUALIFICATIONS:

- High school diploma or High School Equivalency (HSE) required.
- Preferred: 3–5 years of customer service experience and/or an Associate’s degree.
- Effective oral and written communication skills, with sensitivity to professional ethics and diverse populations.
- Working knowledge of department policies, procedures, and basic bookkeeping principles, with the ability to maintain financial records and prepare related reports.
- Strong knowledge of standard English grammar, spelling, and punctuation, with the ability to compose clear written correspondence.
- Ability to maintain confidentiality and provide public access to information in accordance with state requirements.
- Able to understand and carry out written and oral instructions, work independently or as part of a team, and manage multiple tasks under time pressures.
- Ability to operate standard office equipment, including computers, printers, phones, copiers, fax machines, and calculators.

BENEFITS OF EMPLOYMENT WITH THE CITY OF GREENSBURG:

- Health Insurance: Annual cost is \$400 for single, \$800 for employee + children, \$1,000 for employee + spouse, and \$1,200 for family coverage. Spouse coverage is available as a conditional offer based on eligibility requirements.
- Vision and dental plan options.
- PERF Pension plan through the State of Indiana.
- Life Insurance: Employer-provided coverage with the option to purchase additional insurance.
- Paid Time Off (PTO): Earn up to 143 hours in the first year.
- Holidays: 12 to 14 paid holidays annually, varying based on the election cycle.
- Longevity Pay: Earn 2% of base pay per year of service (up to 20% after 10 years), then 0.5% per year for years 10–20 (up to an additional 5%).
- Eligible for 2 weeks Paid Parental Leave.

**POSITION DESCRIPTION
CITY OF GREENSBURG, INDIANA**

POSITION: Customer Account Specialist
DEPARTMENT: Utility
WORK SCHEDULE: 7:00 a.m. - 4:00 p.m., M-F
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: December 1996
DATE REVISED: September 2024

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. City of Greensburg provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job unless the accommodation would present an undue hardship.

Incumbent serves as Customer Account Specialist for the City of Greensburg Utility Department, responsible for processing utility billings, maintaining customer applications, and assisting the public.

DUTIES:

Processes applications for new services and established services, including processing auto pay and E-bill enrollment, erosion, and new construction applications, maintaining and filing applications received for services, receiving and receipting payments, providing valid adjustments to customers' accounts according to policy, and communicating with customers regarding past due or disconnect notices. Posts daily payment transactions, processes and files daily payment and adjustment reports.

Answers telephone and emails and greets office visitors, providing information and assistance, taking messages, or transferring and directing to appropriate individual or department.

Processes payments received, including reviewing checks for accuracy, totaling and reconciling checks and billing forms, posting receipts on computer, and preparing and making bank deposits.

Assists in maintaining water consumption records, including entering on computer readings from Meter Technician, figuring adjustments, converting commercial readings from gallons to cubic feet, determining customer high and low consumption, notifying Meter Technician and customers of unusually high consumption, and adjusting accounts for underground leaks as needed.

Establishes new customer accounts, including assisting with and filing applications, and receiving and posting meter deposits in contract books.

Maintains and updates landlord records as needed.

Assists customers with setting up payments.

Assists with pledges from outside business firms.

Scans and attaches necessary documents to customer accounts.

Assists Billing Manager and/or perform duties in their absence, including uploading and downloading data from Meter Technician, and prepare bills for mailing.

Prepares and processes work order forms for field personnel as needed, such as meter installation, testing, and removal.

Performs various clerical duties, including, but not limited to, preparing, typing, printing, and filing various documents as assigned or as needed and opening and closing of office. Mails sewer liens.

Prepares and approves Water and Sewer permits.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or HSE.

Working knowledge of Department policies and procedures, and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of basic bookkeeping principles and ability to perform arithmetic calculations, maintain various financial records, and prepare related reports as required.

Working knowledge of standard English grammar, spelling and punctuation, and ability to compose and prepare correspondence as assigned.

Shall comply with all employer and Department personnel policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to understand, memorize, retain, and carry out written and oral instructions and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work rapidly for long periods, work on several tasks at the same time, often under time pressure.

Ability to effectively communicate orally and in writing with co-workers, other City departments and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to properly operate standard office equipment, including computer, printer, telephone, fax machine, copier, and calculator.

II. RESPONSIBILITY:

Incumbent performs a variety of bookkeeping, reception and clerical duties according to a flexible, customary routine, with priorities determined by supervisor and service needs of customers. Work is reviewed for technical accuracy and adherence to instructions/guidelines. Errors in incumbent's work are usually prevented through procedural safeguards and are readily detected through standard bookkeeping checks. Undetected errors may result in loss of time for correction and/or loss of money to the Department or customers.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other City departments, and the public for the purposes of exchanging and explaining information, resolving customer account discrepancies, and arranging payment plans.

Incumbent reports directly to Utility Manager.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and at a service counter, involving sitting for long periods, standing for long periods, lifting/carrying object weighing less than 25 pounds, keyboarding, speaking clearly, hearing sounds/communication, handling/grasping objects, and close vision.