

CHESTER MUNICIPAL ELECTRIC LIGHT DEPARTMENT

ADMINISTRATIVE ASSISTANT/BILLING CLERK

Position Summary

The Administrative Assistant/Billing Clerk supports the General Manager in the daily operations of the Chester Municipal Electric Light Department (CMELD). This position provides customer service, billing and payment processing, administrative support, and related operational assistance while promoting safety, professionalism, and open communication.

Essential Duties and Responsibilities

- Prepare and process work orders for meter readings, service issues, repairs, and other field activities.
- Provide customer service by telephone, email, and in person.
- Receive, process, and accurately post customer payments by cash, check, electronic payment, mail, online portal, and drop box.
- Retrieve electronic payment reports, remotely deposit checks, and verify deposits.
- Maintain customer accounts, security deposits, applications, final readings, balances, and related records.
- Process new customer applications and assist customers with budget and payment plans.
- Prepare shut-off notices and final notices for non-payment; review accounts for collection activity.
- Coordinate with attorneys regarding final readings and outstanding balances.
- Work with fuel assistance programs regarding customer information and payments.
- Set up radio equipment for monthly meter reading, download meter reads, review readings for accuracy, and enter manual meter readings.
- Complete monthly billing, including printing, sorting, preparing, and mailing statements; prepare quarterly water billing as required.
- Generate monthly, fuel, and other operational reports.
- Monitor, order, and maintain gas and diesel supplies.
- Maintain fuel inventory and issue gas and diesel key fobs for participating municipal and regional departments.
- Generate fuel usage reports, enter consumption for billing, and process gas and diesel billing.
- Sort and distribute incoming mail, payments, invoices, and other correspondence.
- Maintain and reconcile office cash and make bank deposits as required.
- May occasionally carry the emergency phone, respond to emergency calls, and dispatch line crew.
- Perform other duties as assigned by the General Manager.

Minimum Qualifications

- High school diploma or equivalent.
- Proficiency with Microsoft Word and Excel.
- At least three years of customer service experience.
- Strong verbal communication, active listening, and interpersonal skills.
- Ability to remain calm, patient, and professional when assisting customers with difficult or sensitive matters.
- Demonstrated accuracy in payment processing and cash handling.
- Strong attention to detail and organizational skills.
- Technical aptitude and ability to learn specialized billing, accounting, and customer account systems.
- Experience with adding machines and basic office equipment.
- Municipal experience preferred.

General Expectations

The Administrative Assistant/Billing Clerk is expected to work cooperatively as part of a team, assist coworkers when needed, maintain confidentiality and accuracy in customer and departmental records, promote workplace safety, communicate effectively, and represent CMELD in a professional manner.

Position Details

This is an unbenefited position, part-time, 16-hour-per-week Monday through Thursday. CMELD will make reasonable efforts to accommodate a candidate's preferred daily hours; however, the work schedule must remain consistent throughout the week.

Hourly Rate: \$20.00–\$23.00 per hour, commensurate with experience.

This description is not intended to be a complete statement of all duties and responsibilities of the position but is intended to provide a general description of the work performed.

How to Apply

Please submit a letter of interest, resume, and references to:

cmeldmgr@townofchester.net