

## **Job Description: Water Clerk**

Department: Water Utility Department (with Cross-Departmental Support)

Reports To: Water Utility Administrator Director / Town Manager

Position Type: Full-Time

Location: Town of Ingalls, Indiana

Benefits: Full Benefits Package, Paid Holidays & Vacation

### **Position Summary**

The Water Clerk is a vital member of the Water Utility Department, responsible for processing utility payments, maintaining customer accounts, and providing front-line customer service. In addition to water billing responsibilities, the Water Clerk will support other departments—including the Planning Department and Clerk-Treasurer's Office—through cross-training, administrative support, and customer service as needed to ensure smooth operations across the Town of Ingalls.

### **Essential Duties and Responsibilities**

#### **Water Utility Department (Primary Duties)**

- Daily Operations
- Reconcile previous day's payments in the Utility Management System (UMS).
- Prepare daily deposits, post payments, and balance the cash box.
- Respond to voicemails, emails, and in-person customer inquiries.
- Create and manage payment arrangements.
- Process new service applications and work orders.
- Scan and file water-related documents.
- Coordinate with contractors on waste, trash, and water field work.
- Support the Water Utility Administrator Director with special tasks or projects.
- Billing Cycle Operations
- Assist in monthly utility billing, reporting, and final bill collections.
- Update and maintain customer tracking spreadsheets and records.

#### **Cross-Training Responsibilities (Support Roles)**

##### **Planning Department**

- Assist with permit application intake and inspection scheduling.
- Maintain planning and zoning records.
- Support organization of public hearings and respond to planning-related inquiries.

##### **Clerk-Treasurer's Office**

- Provide backup for payroll and accounts payable/receivable tasks.
- Offer general clerical support for administrative operations.

## **Qualifications**

- Minimum Requirements
  - High school diploma or GED.
  - Prior experience in customer service, accounting, utility billing, or municipal administration preferred.
  - Proficiency in Microsoft Office Suite and Google G-Suite.
  - Ability to handle multiple tasks, meet deadlines, and provide professional customer service.
  - Willingness and ability to cross-train in other departments.
- Skills and Competencies
  - Strong interpersonal and communication skills.
  - Detail-oriented with a high level of integrity.
  - Proficiency in proprietary software such as UMS (training provided).
  - Ability to interpret and follow established procedures with minimal supervision.

## **Compensation & Benefits**

- Hourly Rate: Based on experience (up to \$21/hour).
- Benefits: Health, dental, vision, PTO, and retirement through Indiana Public Retirement System (INPRS).
- Work Environment: Collaborative, service-driven team with opportunities for growth and learning across departments.

## **How to Apply:**

- Interested candidates should submit their resume, cover letter, and any relevant certifications to:  
Neil Stevenson, AICP  
Town Manager / Planning Director  
[nstevenson@ingalls.in.gov](mailto:nstevenson@ingalls.in.gov)
- The deadline to submit an application packet is 3 PM on May 16<sup>th</sup>, 2025.
- The Town of Ingalls is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences. Please utilize the contact information above for any questions.