

**UTILITY BILLING MANAGER/DEPUTY TOWN CLERK  
TOWN OF STEDMAN, NORTH CAROLINA**

**Job Title:** Utility Billing Manager/Deputy Town Clerk

**FLSA Status:** Non-exempt

**Department:** Administration/Water

**Reports To:** Town Administrator/Town Clerk

**Job Summary**

This position is responsible for the daily operations of the town's utility billing and collection process, ensuring accurate and timely water and sewer billing for residential and commercial customers. Responsibilities include resolving escalated customer disputes, auditing records, maintaining billing software, and producing and mailing the monthly bills. The position also serves as front desk receptionist and handles customers' questions and/or payments either in person or over the phone. The position further serves as deputy town clerk and provides administrative support to the town clerk and performs related work as required.

**Responsibilities of the Utility Billing Manager**

- **Billing Operations:** Initiate, process, and audit utility bills for accuracy, including monitoring revenue trends.
- **Customer Service:** Handle escalated inquiries, complaints, and complex account issues with tact.
- **Account Maintenance:** Manage new, active, and terminated accounts, including consumption adjustments and final billing.
- **Reporting:** Generate, analyze, and verify financial reports and records for accuracy and compliance with policies.
- **System Management:** Manage Advanced Metering Infrastructure (AMI) system, credit card merchant system, and billing software.

**Responsibilities of the Deputy Town Clerk**

- Performs a wide variety of administrative tasks in assisting the town clerk, including balancing accounts, processing checks through accounts payable, assisting with the annual financial audit, and other tasks.
- Assists in the preparation of the board packets for the town board meetings.

- Communicates effectively with board members, employees, vendors, residents, governmental partners, and others on behalf of the town.
- Serves as backup Notary Public in town clerk's absence.

### **Knowledge, Skills, and Abilities**

- Previous experience in utility billing, customer service, or public administration.
- Knowledge of basic activities and functions of a town government and a board of commissioners.
- Strong knowledge of Microsoft Office Suite (Excel, Word) and utility billing software.
- Understanding of accounting principles, billing regulations, and federal, state, and local policies.
- Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Ability to interpret, apply, and explain a wide range of technical policies and procedures, and communicate them effectively.
- Ability to take notes at public meetings and accurately transcribe them.

### **Minimum Qualifications**

- Graduation from high school
- Minimum of three years' experience in customer service and/or cash handling
- Good working knowledge of Microsoft Office
- Any equivalent combination of education and experience.

### **Special Requirements**

- Valid North Carolina Driver's License
- Valid Notary Public certification or ability to obtain it within six months of employment

February 2026