

## **Bilingual Customer Service Clerk (Spanish/English)**

**Department:** Batesville Water Utilities

**Reports To:** Office Manager

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### **General Purpose**

Attend to customers at the counter, help with drive-thru, and over the phone. Provide accurate information about Batesville Water Utilities in both English and Spanish. Set up new accounts, take payments, help prepare daily deposits, and support other office functions as needed.

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### **Essential Duties and Responsibilities**

- Greet and assist walk-in and drive-thru customers
  - Answer telephones and radios; take and relay messages
  - Provide bilingual support and customer service (Spanish/English)
  - Open and sort incoming mail; assist with data entry
  - Set up new services, disconnections, reconnects, and transfers
  - Take deposits for new customers and ensure accurate account setup
  - Process payments including walk-in, night drop, internet, EFT, and bank drafts
  - Balance cash drawer and prepare daily banking deposits
  - Work night deposit payments and sort mail payments
  - Check for un-posted transactions and returned drafts
  - Ensure accuracy of deposit logs and bank draft entries
  - Assist and cover duties for other office clerks when absent
  - Perform any other related duties as required or assigned
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### **Responsibility for Funds, Property, Equipment, etc.**

\$5,000 to \$350,000

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### **Education and Experience**

- High school diploma or GED required; additional training or college coursework is a plus
  - Knowledge of administrative, customer service, and clerical procedures
  - Proficient in computers, keyboarding, and office software
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### **Language Skills**

Must be fluent in Spanish and English. Able to read and interpret routine documents, write simple reports, and communicate effectively with customers and coworkers.

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### **Mathematical Skills**

Ability to add, subtract, multiply, and divide using whole numbers, fractions, and decimals. Able to calculate rates and percentages.

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### **Reasoning Ability**

Apply common sense understanding to carry out detailed but straightforward written, oral, or diagram instructions. Handle routine problems in standard situations.

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**Certificates, Licenses, Registrations**

None required.

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**Communication**

- Internal: Regular contact with Billing Clerks, Meter Readers, Office Manager, and other departments.
  - External: Regular contact with citizens, banks, vendors, and other outside agencies.
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**Use of Equipment and Computers**

Must be proficient in the use of a personal computer, calculator, copier, fax, radio, phone, shredder, electric letter opener, and other standard office equipment.

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**Other Skills and Abilities**

Able to manage multiple responsibilities, stay organized, and work well under stress. Able to work independently and as part of a team. Maintain professionalism in all interactions.

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**Physical Demands**

Regular use of hands, arms, and voice. Frequent talking or hearing. Occasionally required to stand or sit and lift up to 25 pounds. Vision requirements include close, distance, color, peripheral, and depth perception.

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**Work Environment**

Moderate noise level. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.