



Office of the Director of Public Services

James Zucal

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ESSENTIAL DUTIES AND RESPONSIBILITIES

Collects and receipts monies for payment of customer utility bills. Keys payments into computer and validates stub. Checks account number, name, address, amount, and other information to assure posting of payment to correct account. Accepts new water and sewer tap fees, and new electric service fees. Opens and closes accounts. Takes application information for new customer accounts. Schedules and processes service orders. Initiates monthly billing process. Generates various office reports, primarily using Microsoft Excel software. Processes returned checks, meter change, or in/out read notices. Prints and posts late notices. Sends turn-off notices and orders. Assists in collecting delinquent bills by following up on payment arrangements. General correspondence in fulfillment of other tasks as needed. Balances cash drawer on a daily basis and updates computer for next day's payments. Processes returned mail. Files applications, service orders, and other documents. Processes OUPS notifications and disperses information to City crews in a timely manner. Excellent customer service is needed to answer customer inquiries about accounts and resolve routine problems.

AN EQUAL OPPORTUNITY EMPLOYER