

Pendleton Water Association is currently seeking a Water Billing Clerk. Interested candidates are requested to submit an online application. The application must include the applicant's full name, contact information and resume. Applications should be emailed to Jerry Burnaman at j13burn@gmail.com.

Applications must be received by February 18, 2026, at 5:00 PM. Applicants will be interviewed during the week of February 23 through February 27, 2026.

See following job description.

Job Title: Water Billing Clerk

Pendleton Water Association: 62 Queens Road, Many, LA, 71449

Job Summary

The Water Billing Clerk is responsible for accurately processing, maintaining, and managing customer utility accounts for water services. This role ensures timely and precise monthly billing, accurately records meter readings, handles payment processing, resolves customer inquiries, and maintains compliance with local rate structures, policies, and regulations. The position plays a critical role in supporting revenue collection, customer satisfaction, and accurate financial record-keeping for the water utility.

Key Responsibilities:

- Process monthly water billing for customer accounts, ensuring accurate meter readings, rate application, and timely statements.
- Post and reconcile daily payments (checks, and electronic), and maintain accurate accounts receivable records.
- Respond to customer inquiries regarding bills, usage, and account status by phone, email, and in person, providing clear explanations of policies and rates.
- Bring attention to high-usage or irregular consumption patterns.
- Calculate and process billing adjustments for incorrect readings, and service corrections.

- Generate, track, and close service orders for new connections, transfers, and service terminations, coordinating with manager and board president.
- Maintain and update customer account information, including service addresses, ownership changes, and account classifications.
- Prepare daily, monthly, and annual reports on revenue, water consumption, and collections for management and board review.
- Ensure compliance with local water rate structures, internal policies, and record keeping requirements.

Required Qualifications & Skills

- High school diploma or equivalent required.
- Strong mathematical and analytical abilities for calculating percentages, and complex billing scenarios.
- Excellent verbal and written communication skills; ability to explain technical billing concepts clearly and professionally to diverse customers.
- Ability to handle sensitive information confidentially and maintain composure when dealing with upset or delinquent customers.
- Strong organizational and time-management skills to meet billing cycle deadlines.
- Basic knowledge of accounts receivable principles and collections processes.