



310 Maple Avenue • Box 247

Phone: (479) 752-3912

Job Description: Water Clerk

Department: Water Utility Department (with Cross Departmental Support)

Reports To: Utilities Manager/ City Clerk

Position Type: Full-Time

Location: City of Decatur, Arkansas

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 City of Decatur.

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.



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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.
- Benefits: Health, dental, vision, paid holidays and retirement through Arkansas Public Employees Retirement System (APERS).
- 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:
Kim Wilkins, City Clerk / City Treasurer
kwilkins@decaturar.us
- The deadline to apply is 4:30 PM on April 17th, 2026.
- The City of Decatur is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences. Please utilize the contact information above for any questions.