

BILL PAY & LICENSING REPRESENTATIVE

- TELLER

Finance | Bill Paying & Licensing



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government’s Bill Pay and Licensing Representative – Teller is responsible for providing direct support to the public regarding utility billing and service inquiries.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

SHIFT

7:30 a.m. to 4:30 p.m.

LOCATION

Government Tower – 1st Floor

REPORTS TO

Bill Pay & Licensing Manager

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Fast-paced, office-based setting that requires multitasking, attention to detail, and frequent interaction with internal departments, external vendors, and customers.

EMERGENCY EVENTS

May be required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver’s license

In this role, the incumbent will be expected process daily in-person and phone interactions to resolve customer concerns, process service applications, and collect payments while maintain confidentiality and professionalism.

The Teller ensures accurate data entry, maintains a balanced cash drawer, and performs administrative tasks such as filing, scanning, and correspondence preparation.

JOB DUTIES

- Provide in-person and telephone assistance to customers regarding utility services, billing inquiries, and account-related concerns.
- Resolve issues related to billing discrepancies, overdue accounts, service applications, and payment processing with professionalism and accuracy.
- Process service requests including meter deposits, reinstatements, disconnections, and transfers in accordance with established procedures.
- Accurately collect and record payments using various methods (cash, checks, money orders, credit/debit cards), maintaining a balanced cash drawer.
- Retrieve and process payments from the night deposit box and incoming mail.
- Enter utility billing data into the system and compile information for reporting and reconciliation.
- Prepare and distribute departmental correspondence; copy, scan, and file documents as needed.
- Process billing extensions and gas line applications as required.
- Perform weekly administrative tasks such as shredding confidential documents.
- Provide general administrative support including screening visitors, directing inquiries, and maintaining organized records.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

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SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Demonstrates accountability and initiative in managing customer interactions, supporting team operations, and maintaining a high standard of service.
- **Time Management:** Efficiently prioritizes tasks and manages high volumes of customer activity while meeting daily operational deadlines.
- **Analytical Skills:** Accurately interprets billing data and customer concerns to identify discrepancies and apply appropriate resolutions.
- **Communication Skills:** Communicates clearly and professionally with customers, team members, and other departments to resolve issues and share accurate information.
- **Organizational Skills:** Manages service applications, payment records, and administrative documentation with precision and attention to detail.
- **Technical Skills:** Proficient in using billing systems, AS400, Microsoft Office Suite, and cash handling tools to perform data entry, transaction processing, and reporting tasks accurately. Ensures daily reconciliation of a balanced cash drawer.
- **Qualifications:**
 - Highschool Diploma or GED certificate.
 - Minimum of one (1) year of customer service experience, administrative support, with prior experience in cash handling or teller operations.

