

GMS JOB TITLE: Utility Billing Clerk
FLSA Status: Exempt
HOURS: Full Time (40+ hours per week)



GMS COMPANY OVERVIEW:

Governmental Management Services ("GMS") is a family of limited liability companies that was established for the purpose of providing special district management services to community development districts. GMS has quickly grown to be the largest CDD management firm in the State of Florida. Governmental Management Services currently has offices in Knoxville, Tennessee; Jacksonville, Florida; St. Augustine, Florida; Palm Coast, Florida; Ft. Lauderdale, Florida; Orlando, Florida; and Tampa, Florida with additional expansion planned.

We are a close-knit team of achievers that work passionately together to support our customers. We at GMS will give you the tools and support you need to grow your career with us in ways that are rewarding, fulfilling, and fun. Please visit our website at www.govmgtsvc.com for additional information on our organization and the quality services we provide.

PRIMARY RESPONSIBILITIES AND DUTIES include but are not limited to the following:

- ◆ Preparing and Mailing Monthly Utility Bills
- ◆ Receipt and Posting of Customer Payments to Utility Accounts
- ◆ Preparing Bank Deposits
- ◆ Customer Service
- ◆ Facilitating Phone Calls
- ◆ Preparing Priority Shipments
- ◆ E-mailing Correspondence
- ◆ Updating Calendars
- ◆ Working with cross-functional teams across the company to ensure proper support for the business unit and assigned clients
- ◆ Supporting team along with support for business growth and client needs
- ◆ Maintaining records including scanning, filing, and copying documents
- ◆ Various Other Administrative Responsibilities

SUPERVISORY RESPONSIBILITIES AND DUTIES:

- ◆ None

COMPETENCIES:

- ◆ High Ethical Standards and Integrity
- ◆ Competency in Microsoft Word, Excel and Other Computer Programs
- ◆ Team Leadership Skills and Demonstrated Collaboration Style. Maintains composure in challenging situations.
- ◆ Strong Attention to Detail
- ◆ Superior Communication, Writing, and Organizational Skills
- ◆ Self-Motivated, Able to Meet Pressing Time-Sensitive Requirements
- ◆ Experience with Project Related Work
- ◆ Demonstrates a commitment to the GMS organization's philosophy of high quality, professionalism, and organizational culture
- ◆ Bi-lingual (Spanish and English) a plus

WORK ENVIRONMENT:

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

ORLANDO
219 E. Livingston St.
Orlando, FL 32801

JACKSONVILLE
9655 Florida Mining Blvd. W
Suite 305
Jacksonville, FL 32257

ST. AUGUSTINE
475 West Town Place
Suite 114
St. Augustine, FL 32092

FT. LAUDERDALE
5385 N. Nob Hill Road
Sunrise, FL 33351

TAMPA
4530 Eagle Falls Pl
Tampa, FL 33619

PALM COAST
393 Palm Coast Parkway SW
Suite 4
Palm Coast, FL 33137

KNOXVILLE
1001 Bradford Way
Kingston, TN 37763

**PHYSICAL DEMANDS:**

This is a largely sedentary role; however, some filing may be required, which would require the ability to lift boxes, files, open filing cabinets, and bend or stand on a stool as necessary.

TRAVEL:

None, Primary Work Location is GMS Downtown Orlando Office.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

- ◆ Bachelor's degree BA/BS degree, and/or similar discipline with analytical bias desired, while not required, or equivalent work experience
- ◆ Proficient with Microsoft Office products
- ◆ Prior Utility Billing Experience Desired, but not required
- ◆ Customer service experience desired

RESTRICTIVE COVENANTS:

GMS requires applicants to disclose if they are subject to any restrictive covenants or commitments that would potentially or reasonably impact GMS business. Examples are non-solicitation agreements, non-compete agreements, etcetera.

BENEFITS:

One of the many advantages of working at GMS and its family of companies is the great benefits that we offer to you and your eligible dependents. We offer benefits that foster the health and well-being of you and your family such as medical, dental, and vision coverage along with programs to enhance your financial security such as disability, life insurance, and a 401K retirement plan just to name a few.

GMS benefits are offered to full-time employees (30+ hours per week).

AAP/EEO STATEMENT:

GMS provides equal employment opportunities (EEO) to all applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, creed, citizenship status, ancestry, pregnancy, childbirth or related medical conditions, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. GMS complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DRUG-FREE WORKPLACE

In compliance with the Drug-Free Workplace Act of 1988, GMS has a longstanding commitment to provide a safe, quality-oriented, and productive work environment consistent with the standards of the community in which the company operates. Alcohol and drug abuse pose a threat to the health and safety of GMS employees and the security of the company's equipment and facilities. For these reasons, GMS is committed to the elimination of drug and alcohol use and abuse in the workplace.

OTHER DUTIES MAY BE ASSIGNED

The above statements reflect the general information considered necessary to describe the principal functions of the job and should not be construed as a detailed description of all work requirements that may be inherent in the position. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

WANT TO JOIN US?

Interested candidates should apply by submitting their resume to resume@gmscfl.com and amossing@gmstnn.com.

A background check is required for this position and GMS offers market-competitive compensation that is commensurate with an applicant's education and experience.