



CITY OF BANGOR

257 West Monroe Street / Bangor, Michigan 49013

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City Manager Justin Weber

Treasurer Stephenie Cagle

Clerk Shelly Umbanhowar

CITY OF BANGOR

NOW HIRING – UTILITY BILLING SPECIALIST

Full-Time | \$21.00–\$23.00 per hour, depending on qualifications and experience

The City of Bangor is seeking a dependable, detail-oriented, and customer-focused individual to join our City Hall team as a full-time Utility Billing Specialist.

This position will be primarily responsible for the City's utility billing operations while also providing front-office and administrative support to the City Clerk, City Treasurer, and City Manager.

We are looking for someone who is comfortable working with numbers, computers, customers, and detailed records and who can balance multiple responsibilities in a busy municipal office.

Primary Responsibilities

Utility Billing

- Manage day-to-day utility billing activities.
- Prepare and process utility bills.
- Maintain customer accounts and utility billing records.
- Process new accounts, final bills, account changes, adjustments, and other account activity.
- Receive and post utility payments.
- Assist customers with billing questions and account concerns.
- Monitor delinquent accounts and assist with notices and collection procedures.
- Coordinate with City staff regarding meter readings, service changes, shutoffs, turn-ons, and other utility matters.
- Maintain accurate billing reports and records.
- Assist with reconciliation and verification of utility accounts and payments.

Front Office & Administrative Support

In addition to utility billing, this position will help keep the day-to-day operations of City Hall running smoothly. Responsibilities will include:

- Greeting and assisting residents and visitors at City Hall.

- Answering phones and directing calls and messages.
- Accepting payments for utilities, taxes, permits, fees, and other City services.
- Issuing receipts and maintaining accurate transaction records.
- Filing, scanning, copying, data entry, and general recordkeeping.
- Assisting with cemetery plot information, sales, payments, and records.
- Assisting with purchases, ordering, and office supplies.
- Preparing correspondence, forms, notices, and other documents.
- Providing administrative assistance to the City Clerk, City Treasurer, and City Manager.
- Assisting with elections and other City Hall functions as needed.
- Helping with special projects and other duties necessary for City operations.

BS&A Experience

The City of Bangor utilizes **BS&A Software** for many of its municipal operations.

Previous experience with BS&A is a plus, but it is not required. We are willing to train the right candidate who has strong computer skills, attention to detail, and the ability to learn new systems.

Who We're Looking For

The ideal candidate will have:

- Excellent attention to detail and accuracy.
- Strong organizational skills.
- Good computer and data-entry skills.
- Strong customer-service and communication skills.
- Comfort working with numbers, payments, and financial records.
- The ability to learn new software and procedures.
- The ability to manage multiple responsibilities and changing priorities.
- A professional and courteous approach when working with the public.
- Dependability, good judgment, and the ability to maintain confidentiality.
- The ability to work independently and as part of a small team.

Preferred Experience

Experience in one or more of the following areas is helpful, but not necessarily required:

- Utility billing
- Municipal or governmental offices
- Accounting or bookkeeping
- Banking or financial services
- Accounts receivable
- Cash handling
- Customer service
- Office administration
- BS&A Software

Municipal experience is not required. Candidates with transferable skills and a willingness to learn are encouraged to apply.

Compensation

Starting wage: \$21.00–\$23.00 per hour, depending on qualifications and experience.

This is a full-time position with benefits offered in accordance with City of Bangor policies and applicable benefit plans.

Starting compensation will take into consideration relevant experience, including utility billing, accounting/bookkeeping, municipal government, BS&A Software, financial transactions, customer service, and office administration.

About the Position

This is an important position within a small City Hall team. The successful candidate will have the opportunity to become knowledgeable in multiple areas of municipal government and will work closely with the City Clerk, City Treasurer, other City employees, and the public.

The City anticipates cross-training this employee in additional City Hall functions to provide coverage and continuity of operations. Additional responsibilities may be assigned as the employee gains experience and based upon the future needs of the City.

How to Apply

Interested candidates should submit a **completed application and résumé** to the City of Bangor.

Application Deadline: September 6th, 2026

Submit applications to:

City of Bangor
257 W Monroe St
Bangor, MI 49013
Email: clerk@cityofbangormi.gov

Applications and a complete job description are available at <https://www.cityofbangormi.org/about/job-postings> or at Bangor City Hall.

The position will remain open until filled unless otherwise stated.

The City of Bangor is an Equal Opportunity Employer.