



Mount Pleasant Municipal Utilities

509 North Adams St.
Mount Pleasant, Iowa 52641
319-385-2121

Notice of Job Vacancy

Mt. Pleasant Municipal Utilities is accepting applications for a full-time Office Clerk/Cashier. This customer-facing position processes payments, responds to customer inquiries and service needs, and supports daily Collection Office operations. Qualified candidates must have a high school diploma or GED and proficiency in Microsoft Excel and Word. Previous cashier or bank teller experience is preferred.

Mt. Pleasant Municipal Utilities is an equal opportunity employer committed to an inclusive work environment. Employment is contingent upon successful completion of a pre-employment drug and alcohol screening and a background check.

Position: Office Clerk (Cashier)
Department: Accounting
Reports To: Accounting Supervisor
Pay Scale: \$20.57 to \$26.00 per hour
Posting Opens: September 18, 2026 (8:00 A.M.)
Application Deadline: September 25, 2026 (4:00 P.M.)
Position Award: No later than October 9, 2026 (4:00 P.M.)

This is a full-time position. Information about the regular work schedule and available benefits can be provided upon request.

Job Description

General Job Description: Provides courteous, professional customer service by processing payments, answering account and service questions, addressing complaints, and coordinating service requests in person, by telephone, and through electronic channels.

Specific Responsibilities:

1. Opens and closes the Collection Office promptly at the prescribed times.
2. Greets and assists walk-in customers, promptly answers telephone calls, and responds to voice mail and email messages.
3. Processes payments received over the Collections Office counter, in the MPMU dropbox, through US mail, and via credit card over the telephone and in person.
4. Balances cash drawer and payments received and prepares bank deposits.
5. Receives and processes customer service cut and connect requests.
6. Assists in the collection of past due amounts in accordance with the guidelines of the Iowa Utilities Commission.
7. Assists with crew dispatch during storm and outage recovery as required.
8. Closely maintains the privacy of confidential customer account information.
9. Effectively maintains cordial relationships with the general public, contractors, city and utility employees, and others.
10. Stays well informed on company policies, practices and obligations in order to answer customer inquiries or to direct them to the appropriate department.
11. Follows all company safety rules and practices.
12. Maintains a working knowledge of general office procedures, practices, software, and equipment.
13. Presents a professional image at all times in manner, speech and appearance.
14. Performs any and all other assigned tasks and duties.

To apply: Submit a resume by 4:00 P.M. on September 25, 2026, to Jody Fuller, Accounting Supervisor, Mt. Pleasant Municipal Utilities, 509 N Adams St, Mt. Pleasant, Iowa 52641, or by email to jodyfuller@mtputilities.com.