



## POSITION DESCRIPTION

Position: Utility Billing Clerk		Department: Department of Public Works	
Reports to: Manager of Public Utilities		FLSA Status: Non-Exempt	
Location: DPS Facility	Division: N/A	Pay Grade 3	
Revised: December 8, 2017	Last Reviewed: December 8, 2017	Union: AFSCME	Status (FT/PT/Temp): Full-time

### **GENERAL PURPOSE**

Performs a variety of routine and complex clerical, administrative and technical support work in the Department of Public Works.

### **SUPERVISION**

Works under the general supervision of the Manager of Public Utilities.

### **SUPERVISION EXERCISED**

None generally.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Reads computer files or gather records to compile needed data.

Enters information into computer and computes amounts due.

Prepares invoices and/or bills for water and sewer, and special assessments.

Posts transactions to accounting records such as work sheets, ledger, or computer files.

Sets customer appointments and processes work orders for utility disconnections, reconnections, new orders, meter installation, and other public works service requests.

Processes meter reading data; prepares and mails utility bills; maintains current customer account files; assists in reconciling utility billing activity with the general ledger.

Receives telephone calls and citizen visits concerning utility billings or services; handles questions and matters of a more technical nature; responds to citizen complaints.

Assists the public in filling out department forms, questionnaires, and applications.

Generates departmental reports.

Pursues collection of delinquent accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment schedules, customer follow-up account research, preparing liens and write-offs, appearing in court to testify on behalf of the City, when appropriate.

Operates radios as needed.

Receives the public and answers questions; responds to inquiries from employees, citizens, and others and refers, when necessary, to appropriate persons.

Serves as cashier including receipting of payments for permits and inspections, and posting of incoming revenues to appropriate accounts.

Assists in the procurement of department materials and supplies.

Operates listed office machines as required.

Prepares and monitors work orders.

Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Inputs data to standard office and department forms; makes simple posting to accounts; compiles data for various reports.

Prepares records such as notices, etc.

Acts as custodian of departmental documents and records. Establishes and maintains filing systems, control records and indexes using moderate independent judgment.

Maintains inventories and orders office supplies and materials.

Schedules appointments, and performs other administrative and clerical duties.

Prepares and distributes notices, etc.

Duplicates and distributes material.

Issues routine non-technical permits.

Other duties as assigned.

### **PERIPHERAL DUTIES**

Assists in other department administrative activities as assigned.

May serve as a member of various employee committees.

Attends meetings and training to keep abreast of trends related to the position.

### **MINIMUM QUALIFICATIONS**

Education and experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and
- (B) Four years of increasingly responsible office related experience.

Required Knowledge, Skills, and Abilities:

- (A) Working knowledge of computers and electronic data processing including word processing, spreadsheet, database, and other software; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- (B) Skill in operation of listed tools and equipment.
- (C) Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

### **SPECIAL REQUIREMENTS**

Typing skills of fifty (50) words per minute.

Demonstrated ability to run Water/Sewer Billing operation.

Capable of being bonded in the amount of \$100,000.00.

Demonstrated ability to meet the above mentioned qualifications. An eight (8) week trial period is provided for existing AFSCME employees and a six (6) month period for new hires as provided by contract.

### **TOOLS AND EQUIPMENT USED**

Telephone, networked computer terminal, personal computer, copy machine, postage machine, fax machine, answering machine, base radio, and calculator and other office equipment as assigned.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, and climb stairs to access files; to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office is well lighted, carpeted, with heated and cooled air environment.

The noise level in the work environment is typical of an office.

**SELECTION GUIDELINES**

Formal application, review of education and experience; oral interview and background check; conditional offer of employment; pre-employment medical examination; drug screening; additional job related skills, may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Director of Public Works

Approval: \_\_\_\_\_  
City Manager

Approval: \_\_\_\_\_  
Employee