

## **UTILITY BILLING CLERK**

**Position:** Utility Billing Clerk  
**Reports to:** City Administrator  
**Revision Date:** June 1, 2015  
**FLSA Classification:** Non-exempt

### **POSITION SUMMARY**

The Utility Billing Clerk is responsible for performing a wide variety of administrative duties including technical and customer service activities that require routine problem solving, decision making and office experience. The position must be able to project a professional and friendly company image through in-person and phone interaction. The position primarily supports City staff as needed. Duties might include: answering telephone and routing phone calls, greeting and directing visitors, answering citizen questions, assisting in rental of the community building and shelters, validating and reporting functions for utility billing, records municipal receipts, prepares bank deposits, building permits, orders and inventories supplies, property and equipment inventory, sale of cemetery lots, fixed assets accounts, verifying meter readings prior to billing, typing reports and correspondence, balancing cash drawer, coordinating inspection and meeting schedules, researching and answering ordinance, zoning, inspection, permit, complaint and violation questions. Position requires data entry for utility billing, permitting and inspection process, maintains records for building permits and will assist in the preparations of council packets, brochures, events and programs. Duties are constantly evolving and changing and may include handling special projects as assigned.

Supervises: The job has no supervisory responsibilities.

### **ESSENTIAL JOB DUTIES**

- Handle customer service including: answering and routing phone calls; greeting and directing visitors to appropriate persons and locations; answering citizen questions; taking messages and providing general information to visitors.
- Gather information for opening and closing utility accounts. Collects water connection fees and provides informational packets.
- Prepare utility billing records for meter reading; enter meter readings into data processing system for preparation of utility bills; process and distribute utility bills and other customer notices.
- Record and process municipal receipts and prepare daily deposit; balances cash drawer.
- Serve as primary collection person.
- Type and proofread materials, documents and reports for accuracy, grammar, punctuation, etc.; fax, file and do general data entry.
- Assists in maintaining an accurate filing system, make copies and orders supplies.
- Assist with the preparation of packets and supporting documents.
- Sells cemetery plots, prepares deeds and maintains records of sold lots.
- Prepares State & Federal Tax Fuel Tax Refund Requests.

- Assist in coordinate meeting including: scheduling, preparing and mails agendas.
- Assist in the coordination of special event programs, advertisement of programs, maintain files and records.
- Coordinate rentals of the Community Building and shelters.
- Assist other staff as directed.
- Order inventory supplies by determining when, where and amount to purchase; arrange for maintenance service of office equipment, including due diligence and/or research for new equipment or software purchases.
- Field nuisance and violation claims, provide complaint forms, direct to the correct department, and assist in preparing notification letters and invoices.
- Receive and monitor building permit applications, maintain filing system for building permits.
- Schedule and coordinate inspections and meetings for departments.
- Issues Pet Licenses.
- Delivers mail to the post office.
- Perform other duties of similar nature or necessity.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

The individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that the individual can safely perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skill and abilities.

Knowledge of:

- Variety of office equipment, including computers, typewriters, fax machines, copiers, phone systems, and calculators;
- Computer Hardware and software applications, including internet;
- Scheduling and program information;
- Filing systems.

Skills and Abilities (position requirements):

- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and receive work direction.
- Follow written and verbal instructions.
- Perform data entry.
- Technical/research expertise and problem solving.
- Preparing professional correspondence and reports.
- Ability to work alone as well as part of a team.
- Ability to plan, organize and prioritize workload with numerous interruptions.
- Ability to analyze, assign priorities, organize and coordinate work flow.
- Using Office equipment and ordinance reference materials.
- Ability to maintain accurate and detailed records.
- Knowledge of HIPPA regulations regarding patient/client confidentiality in processing and documenting payments.

- Ability to safely reach, lift, carry, push, and move books and other materials weighing up to 25 pounds.
- Ability to safely climb, stoop, kneel, crouch, reach, stand, move throughout City Hall, grasp and make repetitive motions.

### **ENTRY REQUIREMENTS**

Education/Training: Graduation from high school or GED equivalence.

Work Experience: Two (2) years of general clerical, record keeping and customer service experience. Skill in operation of a computer relating to maintenance of financial records, ability to type accurately and perform computations, clear communications skills both verbal and written. Ability to operate various pieces of office equipment. An equivalent combination of education, training and experience that provides the knowledge, skills and abilities necessary to perform the essential functions of the position.

Required post-offer physical examinations: Upon request of the City Administrator.

Required drug testing: Upon request of the City Administrator.

Residency requirement: Must reside within 30 miles of the City Hall and must be established within six months after the date of hire and shall be maintained throughout employment with the City.

Other testing required: DCI background check.

### **CLASSIFICATION HISTORY:**

The City of Prairie City retains the authority to change the job duties included in the job description at any time. The list of duties is not exhaustive and various requirements are subject to possible modifications as a reasonable accommodation for a qualified individual. The duties listed above are intended only as illustrations of various types of work that may be performed. The omission of specific statements of duties does not exclude them from 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.

### **WORK ENVIRONMENT**

Most work is performed in an office setting seated with appropriate heating and cooling and is not subject to significant occupational or environmental hazards other than those normally associated with general public contact. Work is performed at a computer or using other office equipment. The noise level in the work environment is usually moderate. Likelihood of personal injury would be relatively slight. Work may involve frequent interaction with the public or frequent interruptions. Ongoing contact with the public in this setting always has the potential for dealing with difficult customers and the public when they have a complaint or question regarding city services.

**HOURS OF WORK**

Generally 40 hours per week, Sunday through Saturday. May be required to work additional hours or to change hours with minimal notice because of operational needs.

1. Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this job description.
2. All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employee and incumbents are encouraged to discuss possible accommodations with the City.
3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job related instructions and to perform any other job-related duties requested by their supervisor.
4. The City reserves the right to change or reassign job duties or combine positions at any time.
5. The City of Prairie City is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage prospective employees and incumbents to discuss potential accommodations with the employer.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
City Administrator

\_\_\_\_\_  
Date