

CLERK 2 \ UTILITY BILLING

GENERAL STATEMENT OF DUTIES:

The Clerk 2 Utility Billing is responsible for a variety of bookkeeping and accounting tasks for utility billing and enforcement of the City's water ordinance regulations. The position also involves related work in accounts payable, accounts receivable, payroll and general administration. Serves as backup to the Receptionist/Cashier position and provides general administrative support.

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this classification performs bookkeeping/accounting work and maintains a set of utility accounting records. Work will involve considerable contact with the general public; employee is generally expected to work independently. Responsible for performing a variety of clerical and administrative functions; files necessary reports; receives and records payments.

SUPERVISION RECEIVED:

Works under the direct supervision of Assistant Finance Director.

SUPERVISION EXERCISED:

Supervision is not normally a responsibility of positions in this classification.

KEY PERFORMANCE AREAS:

The following list is not meant to be all-inclusive.

1. Maintains utility billing system. Performs the billing, collecting, adjusting and reconciling of accounts in accordance with the utility ordinances. Initiates utility service work orders including new services, disconnects, reconnects, shutoffs and service problems. Prepares, interprets and analyzes utility reports and statistical information. Manages processes of inputting and maintaining pre-authorized payments, lien searches, and service orders.
2. Acts as front-line support for issues with utility billing software. Communicates with software vendor to receive help and fix any issues.
3. Acts as the Accounts Payable Clerk, processes accounts payable invoices, including distribution of invoices to departments, review of invoices, purchases orders and receiving documentation for proper coding and approvals, data entry of invoices and vendor setup including W-9 verification and 1099 processing.
4. Serves as backup for Receptionist which may include: answering telephone calls in a professional and courteous manner, gives information, processes rentals for Community Center and Town Hall, answers inquiries/complaints, assists in billing and collection of City business licenses, cash management, handling mail, posting payments to software, printing and balancing reports; maintaining office files and preparation of deposits.
5. Assists with periodic utility, financial, statistical and operational reports, and with the

Revised 08/23/2017

reconciliation of subsidiary ledgers to the general ledger as assigned and provides back-up to Assistant Finance Director.

6. Composes, types and files and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
7. Acts as the Accounts Receivable Clerk, performs the miscellaneous accounts receivable billing, collecting, adjusting and reconciling.

EXPERIENCE:

Minimum two years of increasingly responsible experience in an office setting preferably in a public contact position with exposure to billing, accounts payable, accounts receivable and general accounting. Experience in general office practices and financial software.

EDUCATION AND/OR TRAINING:

Minimum High School graduate/GED; preference given to post-secondary education with course work in general office practices, accounting and computers or a satisfactory combination of education and experience to meet the duties of the position.

KNOWLEDGE OF:

Principles and methods used in finance and banking; general office practices and procedures; use of software for record keeping practices and in the maintenance of utility accounts; billing procedures; appropriate cash handling procedures; accurate mathematical skills at a basic algebra level. Computer proficiency is required.

SKILL IN AND ABILITY TO:

Use of computers, including ability to update/access files and properly record and document transactions. Operate standard office equipment. Deal effectively with frequent interruptions; establish and maintain effective working relationships with employees and the general public; meet and deal with the public courteously and tactfully; establish priorities and organize work load. Organize, file and retrieve materials and documents; communicate effectively both verbally and in writing. Use independent judgment in making decisions and work with limited supervision; interpret governing laws, codes and regulations. Must be able to understand and follow oral and written instructions, learn clerical tasks readily, and adhere to prescribed departmental routines and policies.

PRE-EMPLOYMENT REQUIREMENTS:

Must successfully complete background checks and drug screen.

COMPENSATION TYPE: Semi-Monthly

FLSA EXEMPTION STATUS: Non-Exempt

PHYSICAL REQUIREMENTS/WORK CONDITIONS

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

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent use of keyboard; frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone.

ENVIRONMENTAL FACTORS:

Work is performed within a climate-controlled office environment. Infrequent travel to outside locations being subject to weather and/or driving conditions.

MACHINES/TOOLS/EQUIPMENT USED AS PART OF THEJOB:

Computer, mouse, land-line and cell phone, copy machine, scanner, printers, paper cutters, and calculator.